# The Organisation

|  |  |  |  |
| --- | --- | --- | --- |
| Position Title | Examinations Officer | Reporting to | State Manager, RACGP WA |
| Division | Membership & Transformation | Direct reports | N/A |
| Classification | Level C | Employment Status | Full Time15 month fixed term contract |
| Position Number | XXXXXXXXX | Date | November 2021 |

*Position Description*

The Royal Australian College of General Practitioners (RACGP) is the voice of General Practitioners (GPs) in our growing cities and throughout rural and remote Australia. For more than 60 years, we’ve supported the backbone of Australia’s health system by setting the standards for education and practice and advocating for better health and wellbeing for all Australians.

We cultivate a stronger profession by helping the GPs of today and tomorrow continue their professional development throughout their careers, from medical students and GPs in training to experienced GPs. We develop resources and guidelines to support GPs in providing their patients with world-class healthcare and help with the unique issues that affect their practices. We’re a point of connection for GPs serving communities in every corner of the country.

Australia’s GPs see more than two million patients each week, and support Australians through every stage of life. The scope of general practice is unmatched among medical professionals, so the RACGP supports members to be involved in all areas of care, including aged care, mental health, preventative care and Aboriginal and Torres Strait Islander Health.

Patient-centred care is at the heart of every Australian general practice and at the heart of everything we do.

# Our Values

RACGP Employees are expected to uphold our workplace values:

|  |  |
| --- | --- |
|  | **Progressive leadership** Forward thinking and proactive leaders who lead by example and empower employees to create and drive innovation |
|  | **Quality** Honouring our Organisational Vision and Mission Statement by constantly striving for excellence in service delivery and advancement in the field |
|  | **Ethics** Committed to acting with morality, integrity and transparency in serving the best interests of all stakeholders |
|  | **Professionalism** Dedicated professionals who respect and collaborate with others and are fully accountable for their actions. |

# Your Team

# RACGP Western Australia (WA) is the main point of contact for members and stakeholders in WA and provides locally focused member services including:

# In line with national campaigns, assist with recruitment and retention of RACGP members and develop strategies to promote membership at the local level.

# Provide a forum for members to actively engage in RACGP activities and activities on behalf of the RACGP

# Promotes collegiality and pride in the profession

# Advocacy and leadership to promote the profession to key stakeholders through delivery of education and collegial activities

# The core work areas for RACGP WA are:

# Delivering member services and responding to the local needs of RACGP members

# Coordinating delivery of the FRACGP examination and related activities in WA

# Coordinating the Continuing Professional Development (CPD) Program in WA

# Developing and delivering member events included conferences, educational workshops and collegial functions such as the Fellowship and Awards Ceremony.

# Your Role

# The Examinations Officer will oversee and ensure delivery of RACGP Fellowship examinations in WA. You will coordinate and project manage related enabling activities, including exam preparation courses, webinars, and examiner and invigilator recruitment and training. This role also assists the RACGP WA team more broadly by providing logistical support for RACGP WA educational activities and events.

# Key Responsibilities

* Work with the national exams team to operationalise all RACGP exams in WA by:
  + interpreting RACGP plans, procedures and policies
  + sourcing and securing exam venues and invigilators throughout WA
  + liaising with venues, exam invigilators and supervisors and suppliers
  + planning for on-the-day operations, including coordination of staff
* Coordinate the delivery of pre-exam workshops and activities in WA, including webinars
* Support the RACGP national exams team in the development of systems and processes
* RACGP WA contact for exam-related member queries
* Support the broader WA faculty with RACGP education and collegial events, including webinars as required
* In consultation with Manager, deliver agreed Work Performance Goals.
* Other duties as required.

# Environment, Health and Safety

1. Comply with the RACGP’s wellbeing and workplace OH&S policies and procedures.
2. Take reasonable care for your own health and safety, along with other RACGP employees, members and visitors.
3. Ensure that hazards and incidents, near misses and injures are reported immediately to your Manager.
4. Actively and willingly participate in health and safety, wellbeing, emergency evacuation training, meetings and workplace activities.
5. Do not wilfully place at risk the health or safety of any person in the workplace.
6. Always work proactively to uphold the highest standards of health and safety in the workplace, including working remotely, behavioural conduct and whilst undertaking all associated duties of your role.

# Your Relationships

Your role requires interaction with the following internal and external stakeholders:

**Internal:**

* RACGP WA staff
* RACGP Staff from other states/faculties,
* RACGP National Office Staff (Examinations, CPD staff).
* GP Medical Educators

**External:**

* College members and non-member GPs
* Suppliers, incl venues
* Exam invigilators

# Key Selection Criteria

**Experience, Knowledge and Skills**

**Essential**

* Demonstrated office administration experience with a high level of attention to detail
* Demonstrated organisational and planning skills, and an ability to prioritise and meet deadlines
* Strong customer service and member focus
* Sound interpersonal and communication skills to handle day to day queries and administrative requests
* Ability to work independently and as part of a team
* Proficiency in using Microsoft Word, Excel, Outlook and PowerPoint
* A very high regard for confidentiality, security and ethical conduct.
* Flexibility to work after hours and weekends as required

**Highly Desirable**

* Demonstrated experience working in a member-based organisation
* Background or knowledge in general practice
* Background or knowledge in events/education environments
* Knowledge of HPRM (records management system)
* Knowledge of iMIS (membership database) or Dynamics 365
* Experience with hosting webinars and using Zoom

# Qualifications

**Essential**

* Tertiary qualification in any discipline or relevant experience

**Desirable**

* Course in event management

**Workplace Behaviours**

In our workplace your actions and behaviours will:

* ***Positively influence others***
* ***Take initiative***
* ***Focus on quality service delivery***
* ***Make effective decisions***
* ***Be transparent***
* ***Prioritise respectfulness***
* ***Strive for excellence***
* ***Be flexible and adaptive***
* ***Demonstrate integrity***
* ***Be accountable***
* ***Celebrate collaboration***

# Classification Description

In accordance with the Enterprise Bargaining Agreement (EBA) 2018 or subsequent agreement.