

# Position Description

Position Title	Regional Operations Manager	Reporting to	Head of GP Training Operations
Business Unit	Education and Training	Direct reports	7+ direct reports plus oversight of regional teams
Classification	Manager 2	Date	April 2025

## Our Organisation

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

The Education and Training business unit plays a critical role in ensuring that the RACGP has the right mechanisms to support, review, maintain and deliver standards for all aspects of a GP's training and education across the lifelong journey of General Practice.

The business unit delivers the GP Training programs to train medical doctors in general practice as a key component of the Department of Health's Australian General Practice Training (AGPT) and Rural Generalist Programs along with the RACGP's Fellowship Support Program (FSP) and Specialist Practice Experience Program. Education and Training develops and maintains the curriculum and educational standards for these programs as well as the ongoing development and delivery of the RACGP's Continuing Professional Development (CPD) Home.

The Education and Training Operations department is responsible for the nationally consistent delivery of activity that supports the end-to-end registrar journey from application, selection and placement through training delivery and examination. Driving a member-centric focus across all operational functions, is key to building a reputation for educational and training excellence.

## Your Role

The Regional Operations Manager plays a critical role in providing strategic leadership to the operations teams and Liaison officers within their region to deliver the RACGP's GP education and training programs in particular, the Australian General Practice Training Program.

The Regional Operations Manager is a senior leader with the vision, drive, and influence to successfully achieve RACGP's organisational objectives and strategic plan. In partnership with the Regional Medical Education team, this role ensures RACGP continues to be very well positioned to be the college of choice for training Australia's GPs, ensuring high quality training that is world class.

In addition to program delivery responsibilities, this role is responsible for enhancing and protecting RACGP's reputation. This is achieved through driving advancements in operations, strategically using registrar and supervisor feedback to enhance program delivery. Further, this position supports activities to promote a GP career to medical students and junior doctors and promoting registrars to remain members of the college.

The Regional Operations Manager is an outstanding leader of people with a passion for service excellence and a steadfast focus on continuous improvement of operational performance who works seamlessly with RACGP's GP Training Leadership to contribute to the sustainability and success of the organisation in all dealings and work practices both internally and externally.

## Key Responsibilities

### Strategic Leadership & Organisational Influence

- Translate Board, CEO, and Executive strategic priorities into actionable operational plans, ensuring alignment with RACGP's long-term objectives.
- Lead and support organisational planning in partnership with medical education and operational leaders to address workforce supply, training capacity, and future models of training delivery.
- Represent GP training operations on national committees, working groups and projects to influence and provide GP training and operational expertise.
- Build strong relationships with all functions within the RACGP to strengthen collaboration and understanding to achieve our strategic objectives.
- Foster cohesive leadership and strategic alignment to achieve coordinated and effective program outcomes by collaborating with the GP Training Operational Team Leadership Group.

### Leadership

- Lead and participate in development and implementation of national initiatives, review success and provide timely, strategic feedback that informs cross-functional decision making
- Provide strategic leadership in people management, fostering a culture of accountability, collaboration, and innovation while aligning team objectives national goals.
- Build leadership capability and ensure a strong, diverse succession of future leaders.
- Foster an outcomes driven culture where people thrive and are empowered to contribute meaningfully.

- Champion staff wellbeing, and development, ensuring retention and engagement across a geographically dispersed workforce.
- Drive a member-centric focus across all operational functions to build a reputation for educational and training excellence.
- Lead the integration of regional GP training portfolios into a unified operational structure, fostering collaboration and alignment with the national program delivery model.

**Change Leadership**

- Implement change management strategies that support adoption, minimise disruption, and maximise outcomes.
- Lead and embed national transformation and change initiatives, guiding regional teams through complex transitions while maintaining workforce and member engagement.
- Pre-empt and prepare for changes in the GP training delivery landscape, providing timely advice in consultation with the National GP training and education leadership team.

**Governance & Performance Accountability**

- Oversee the strategic planning and execution of all operational components of the GP training program — including accreditations, placements, assessments, education delivery, and compliance — ensuring excellence in service delivery and alignment with national policy requirements.
- Drive accountability for program outcomes, quality standards, and risk mitigation across a complex, multi-jurisdictional operating environment.
- Monitor and ensure regional deliverables are contributing towards meeting national key performance indicators (KPIs).
- Standardise and implement the program delivery model, ensuring operational teams are resourced according to the model and within the allocated budget.
- Ensure workplace health & safety standards are in place and act as a safety role model to ensure the safety of all people through appropriate anticipation, identification and mitigation of risks.

**Stakeholder Engagement & Relationship Management**

- Represent RACGP with stakeholders, positioning the organisation as the national leader in GP training and education.
- Build and sustain strategic relationships with internal and external stakeholders to deliver optimal outcomes.
- Lead and support Registrar, Supervisor and Practice Manager Liaison roles, serving as the key connection to RACGP leadership to inform and drive meaningful policy and program change informed by these key stakeholder groups.
- Guide regional and local engagement strategies to strengthen relationships with training sites, supervisors, and registrars.
- Work with the Aboriginal and Torres Strait Islander team and Joint College Training Services to deliver and embed the Aboriginal and Torres Strait Islander Health Training framework.

**Operational Excellence & Continuous Improvement**

- Influence the development, implementation and ongoing enhancement of organisational systems, processes, and workflows
- Champion data-informed decision-making to inform national planning and continuous improvement.
- Ensure the integrity, agility, and future readiness of the RACGP's training operations for long-term success.
- Lead quality improvement, embedding scalable solutions and measurable benefits across the regional footprint.

**Financial Stewardship**

- Develop regional budgets in consultation with Financial Business Partners
- Manage program delivery within allocated budget and delegation authority, maintaining cost control, and ensuring alignment with organisational financial strategies and compliance standards.
- Embed a cost-conscious culture to ensure responsible financial decision-making, optimisation of resource allocation, and aligning spending with strategic priorities.

**Other**

- Comply with all relevant workplace policies and procedures.
- Other duties as required.

**For people leader roles only:**

- Ensure workplace health & safety standards are in place and act as a safety role model to ensure the safety of all people through appropriate anticipation, identification and mitigation of risks

- Ensure through your leadership approach that an inclusive working environment & culture thrives within the RACGP that focuses on outcomes for our employees that improve engagement, retention, development and productivity
- Develop talent and ensure diverse talent pipelines to provide succession candidates for all key leadership positions

## Qualifications and Experience

### Essential

- Tertiary qualifications in a relevant discipline
- Extensive experience in managing projects and leading change
- High level leadership experience in a service delivery function
- High level stakeholder engagement and communication knowledge and skills

### Highly Desirable

- Extensive knowledge in the health and/or education sector or ability to rapidly acquire extensive knowledge in an industry sector

## Your Relationships

Your role requires interaction with internal and external stakeholders including:

### Internal:

- Chief GP Training and Education Officer
- National Director of Education and Training Operations
- Executive Leadership team
- Medical Education Leadership Team
- Faculty Managers and Chairs
- Censors
- Rural Generalist Program Managers
- Regional Campaign Leads
- Regional Accreditation Coordinators
- Workforce Planning Managers
- Business Partners
- Joint College Training Services Regional Managers
- National Clinical Leads
- Data Managers
- Communications Manager
- Registrar Liaison Officers
- RACGP staff

### External:

- RACGP Members
- Government Officials
- Rural Health Organisations
- General practice groups
- Supervisors
- Practice Managers