

Position Description

Manager, Regions

Member Engagement & Support | Regions | Award: N/A

| | |
|-----------------------------|---|
| ABOUT THE RACP | The Royal Australasian College of Physicians ('RACP') connects, represents, and trains specialists from a number of specialities across Australia and Aotearoa New Zealand. The RACP provides services to support the delivery of training, continuing professional development, and health policy and advocacy to medical health professionals. |
| POSITION PURPOSE | <p>The Manager, Regions leads and manages the Australian Regional team to ensure high-quality service delivery aligned with the College's strategic priorities. This role is accountable for delivering approved workplans and driving initiatives that enhance member engagement and satisfaction.</p> <p>The Regional team provides direct support to Fellows and Trainees at the regional level, with a focus on implementing the College's education programs, facilitating continuing professional development, and supporting policy development and advocacy through the State Committees.</p> |
| KEY ACCOUNTABILITIES | <ul style="list-style-type: none"> - Lead the development and visibility of the College's presence across all Australian States and Territories, ensuring regional activities align with and advance strategic priorities. - Establish and maintain consistent approaches to the organisational, and functional development of State Offices, fostering operational maturity and capability. - Coordinate the diverse portfolio of activities delivered by Regional Offices to drive efficient, effective service delivery and ensure consistency in outcomes across jurisdictions. - Foster a culture of innovation by supporting the piloting of new approaches to regional service delivery, education, CPD, and advocacy—collaborate on scaling successful initiatives based on evidence and member feedback. - Engage Fellows and Trainees to capture and respond to the member voice on local matters related to education, continuing professional development (CPD), and advocacy, ensuring regional initiatives remain relevant and responsive. - Develop and manage the Regional Offices' annual business plans and budgets, providing clear guidelines, oversight, and support to enable successful implementation. - Provide strategic advice, support, and guidance in advocating for region-specific issues, ensuring alignment with College-wide policy positions and strategic objectives. - Oversee resource management across all Regional Offices to ensure appropriate staffing, capability, and performance. - Provide leadership, coaching, and direction to the regional team, promoting a collaborative and high-performing culture. - Act as a point of escalation for complex or sensitive regional issues, supporting timely and effective resolution. |

| | |
|------------------------|--|
| | |
| COMPLEXITIES | <ul style="list-style-type: none"> - Managing direct reports in a variety of locations - Influencing stakeholders - Strong membership influence - Travel required |
| ROLE DIMENSIONS | <p>Reporting Line: Executive General Manager, Member Engagement & Support</p> <p>Direct Reports: 5</p> <p>Team Reports: 16</p> |
| COMPETENCIES | <ul style="list-style-type: none"> - Manages Ambiguity: Operating effectively, even when things are not certain or the way forward is not clear - Communicates Effectively: Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences - Develops Talent: Developing people to meet both their career goals and the organisation's goals - Drives Engagement: Creating a climate where people are motivated to do their best to help the organisation achieve its objectives - Organisational Savvy: Manoeuvring comfortably through complex policy, process, and people-related organisational dynamics - Balances Stakeholders: Anticipating and balancing the needs to multiple stakeholders - Instils Trust: Gaining the confidence and trust of others through honest, integrity, and authenticity - Courage: Stepping up to address difficult issues, saying what need to be said - Demonstrates self-awareness: Using a combination of feedback and reflection to gain productive insight into personal strengths and weaknesses - Ensures Accountability: Holding self and others accountable to meet commitments - Situational Adaptability: Adapting approach and demeanour in real time to match the shifting demands of different situations - Strategic Mindset: Seeing ahead to future possibilities and translating them into breakthrough strategies. - Decision quality: Making good and timely decisions that keep the organisation moving forward |
| EXPERIENCE | <p>Essential</p> <ul style="list-style-type: none"> - Tertiary qualification in business, management or other relevant area - Demonstrated experience in a senior manager role, including leading and developing people leaders. - Proven experience in developing business plans and budgets to align to strategic direction, particularly in a complex stakeholder environment - Demonstrated knowledge and experience in managing and evaluating delivery of client services or customer experience - Highly developed relationship management skills and ability to nurture positive working relationships |

| | |
|--|---|
| | <ul style="list-style-type: none">- Evidence of strong problem-solving and conflict resolution skills, including proven experience in resolving issues in a matrix structure- Excellent communication, negotiation and influencing skills- Previous experience managing change- Project Management experience.- IT Capabilities: Microsoft Office Suite, SharePoint and video/teleconferencing platforms <p>Desired</p> <ul style="list-style-type: none">- Experience working in a member organisation- Experience managing direct reports in geographically spread locations |
|--|---|

| | | | | |
|--|---|---|---|--|
| <p>We are Accountable</p> <p>We act with integrity, taking responsibility for actions and outcomes.</p> | <p>We Collaborate</p> <p>We share information, foster participation, and build relationships for common goals.</p> | <p>We Indigenise and Decolonise</p> <p>We partner, resource and embed Indigenous knowledge and ways to accelerate culturally safe change, to achieve equitable Indigenous futures.</p> | <p>We Lead the way</p> <p>We reflect, adapt and learn in delivering best practice.</p> | <p>We are Respectful</p> <p>We recognise our rich diversity and value each other's needs and contributions.</p> |
|--|---|---|---|--|