Position Description

Product Manager, Growth, Innovation & Performance

Professional Practice | Award: N/A | Award Level: 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	**Professional Practice** Professional Practice is a cornerstone of the College, dedicated to enriching the careers of medical specialists and supporting their professional growth. Professional Practice delivers a number of key programs, including: • Continuing Professional Development: Supporting members to meet accreditation requirements while advancing their medical and professional knowledge and skills. • MEDLearn: Providing innovative educational content for lifelong learning beyond CPD obligations. • Overseas Trained Physicians: Offering pathways and resources for internationally trained physicians to integrate into the Australian and Aotearoa New Zealand healthcare workforce. • Supervisor Professional Development: Equipping supervisors with the tools and training to foster and develop future specialists. Professional Practice also oversees the College's accredited CPD Home technology, MyCPD, offering members an online platform for recording CPD activities and supporting them to meet their regulatory requirements **Program Innovation Team** The Program Innovation Team, which sits within Growth, Innovation & Performance (GIP), operates within the Professional Practice portfolio, translating strategic priorities, organisational requirements, and member needs into a pipeline of new concepts and opportunities. As a dedicated service function within Professional Practice, Program Innovation plays a key role in enhancing and evolving programs, ensuring they remain member-centric, data-driven, and aligned with emerging trends. The Program Innovation team contains Service Design, UX, Education Design and Product Management functions, which helps Professional Practice teams deliver high-quality, contemporary educational experiences that align with the latest needs, technologies, and digital delivery models.

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About the Role

The Product Manager is responsible for overseeing the entire lifecycle of the MyCPD platform, an online platform that allows RACP CPD participants to document, plan and track their CPD activities. The role spans from planning and development, release management to evaluation, with a particular focus on technology delivery. This role ensures that products continuously deliver value to members while balancing user needs, regulatory and accreditation requirements, technical feasibility, and organisational priorities.

The position is hands on and delivery focused. It would suit someone as mid-level in their product management career. The role operates as an individual contributor, responsible for the detailed execution of product delivery activities, including requirements definition, ongoing backlog grooming and release coordination. Success in the role relies on strong technical understand, disciplined backlog and release management, and the ability to work effectively within established governance, IT and decision-making frameworks. The role furthermore requires strong judgement in balancing regulatory compliance, system stability and limited enhancement capability.

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KEY ACCOUNTABILITIES

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Strategic leadership

- Lead and maintain the CPD product vision, roadmap, and success metrics aligned with RACP strategy in consultation with Program Innovation Manager, Program Manager CPD, Manager Growth Innovation and Performance (GIP) and EGM PP.
- Set up a monitoring and evaluation plan for the product to inform KPI s and enhancement planning to maximise value.
- Act as key liaison on other technology projects to enhance alignment of new systems with CPD product.

Product delivery and backlog management

- Have oversight of and maintain the product backlog in alignment with regulatory obligations, operational priorities and system stability requirements, ensuring success metrics are aligned with RACP strategy in consultation with Program Innovation Manager
- Translate strategic initiatives and requirements from CPD and member services teams into high quality user stories, functional and technical requirements, acceptance criteria and delivery artefacts, including leading workshops where required.
- Gather, analyse and document requirements from business teams in conjunction with internal IT and external vendor teams
- Work closely with UX designers to ensure solutions deliver an intuitive and user-friendly experience, providing input on user flows, wireframes, and design iterations

Business alignment and collaboration

- Act as the primary day to day liaison between internal business teams, including DevOps and test teams, SMEs and external vendor

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- Manage budget, resources, and contracts, ensuring product development and enhancements are cost-effective and align with business goals.

- Engage stakeholders to ensure MyCPD supports operational needs and strategic outcomes

- Manage stakeholder expectations regarding scope, sequencing and feasibility in a constrained and compliance driven environment, given limited enhancement budget and competing regulatory demands

- Support stakeholders in understanding system limitations and regulatory trade offs

Release management

- Coordinate releases to ensure changes are delivered safely, predictably and in line with organisational change processes

- Support testing activities by collaborating with testers during test planning and execution, actively participating in defect triage, and prioritising defects based on business impact and release readiness.

- Act as an escalation point for business teams in the case of critical member technical issues and triage and resolve as required

- Ensure all product changes adhere to organisational delivery frameworks, release management processes and governance requirements

- Identify, assess and document delivery and operational risks, escalating where required

Data and reporting

- Conduct data analysis to inform prioritisation, sequencing and delivery decisions

- Track and report on delivery progress, backlog health, risks and dependencies

- Provide clear status updates and insights to the Program Innovation Manager, including product performance

COMPLEXITIES	• Technology environment: Product is bespoke and supported by a cross functional and offshore team, with further critical regulatory enhancements scheduled and a significant product backlog • Stakeholder management: Balancing the needs and expectations of internal and external stakeholders, including program teams, IT, leadership, vendors, and end users, while ensuring alignment with product goals. • Stakeholder management: Influencing stakeholders and collaborating across multiple teams • Evolving regulatory and accreditation requirements: Navigating shifting compliance, accreditation, and policy frameworks, ensuring technology remains aligned. • Resource and budget management: Operating within tight budget constraints while maximising the value and sustainability of MyCPD, requiring efficient prioritisation of technical updates. • Technological complexities: Managing a bespoke system, including integration with existing and new enterprise platforms, addressing technical risks, system dependencies, security considerations, and scalability challenges.

	- Technological complexities: Balancing current and future systems; focusing on supporting existing systems while planning for the future state - Process impact: developing and implementing systems that positively impact new processes
ROLE DIMENSIONS	Reporting Line: Program Innovation Manager, Program Innovation Team, GIP Direct Reports: 0 Team Reports: 0
COMPETENCIES	- 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 - Business Insight: Applying knowledge of business and the marketplace to advance the organisations goals - Drives Results: Consistently achieving results, even under tough circumstances - 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 - Tech Savvy: Anticipating and adopting innovations in business building digital and technology applications

EXPERIENCE	**Essential Experience**
	- Proven experience as product manager or owner, with a focus on end to end technical delivery responsibilities - Strong technical skills and experience writing clear requirements, user stories, wireframes and acceptance criteria for bespoke or complex systems - Experience working in regulated, compliance-heavy environments (e.g. Not for profit, government, health) - Proven ability to work independently and manage competing priorities with minimal supervision - Strong stakeholder engagement and vendor management skills, especially with SMEs and cross functionality teams - Solid understanding of technical risk management and governance in technology delivery - Demonstrated experience managing technical releases across on and off shore development teams, UX, test teams and internal IT teams. - Demonstrated experience supporting structured technical release and change management processes. - Vendor management, contract negotiation, and procurement processes - Experience working with limited enhancement budgets and regulatory-driven backlogs - Excellent written and verbal communication skills, with the ability to convey complex ideas to diverse stakeholders, including technical teams, leadership and program teams. **Desired Experience** - Knowledge of enterprise systems such as CRMs or LMSs - Familiarity with agile or hybrid delivery in constrained environments - Data analysis and reporting capabilities (e.g. interpreting trends, defects, usage or delivery metrics) and understanding of data-driven decision making - Experience supporting or contributing to technology transformation initiatives - Understanding of API integrations and interoperability between digital systems e.g. learning management systems

We are
Accountable

We act with integrity, taking responsibility for actions and outcomes.

We
Collaborate

We share information, foster participation, and build relationships for common goals.

We
Indigenise and **Decolonise**

We partner, resource and embed Indigenous knowledge and ways to accelerate culturally safe change, to achieve equitable Indigenous futures.

We
Lead the way

We reflect, adapt and learn in delivering best practice.

We are
Respectful

We recognise our rich diversity and value each other's needs and contributions.