

Position Description

PRODUCT OWNER- Training Management Platform (TMP)

(Full-time, Fixed Term 2-years)

Education Learning and Assessment | Education Development and Improvement | 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

The purpose of the position is to act as both the Product Owner and Business Owner for the RACP's new Training Management Platform (TMP), ensuring it delivers strategic value, meets user needs, and supports the College's broader goals.

TMP is the RACP's new online system for managing training. It is used by trainees, supervisors, and other staff to handle administrative tasks related to training, such as submitting applications, managing requirements, and tracking progress. The platform supports the new training curricula.

The position sits within the Education Development and Improvement Unit in the Education, Learning and Assessment Directorate. The EDI unit is responsible for curriculum development, Training Management Platform (TMP) business support and a range of education renewal initiatives. This position acts as the key interface between EDI and the technology delivery team, ensuring that the platform is functional, user-focused, and fit for purpose.

KEY ACCOUNTABILITIES

Key Responsibilities

Strategic Leadership

- Lead and maintain the TMP product vision, roadmap, and success metrics aligned with RACP strategy in consultation with Head of EDI and EGM ELA.
- Champion TMP adoption, continuous optimisation, and effective use across the College.
- Set up a monitoring and evaluation plan for the product to inform KPIs and enhancement planning to maximise value.
- Act as key liaison on other technology projects to enhance alignment of new systems with TMP product.

Product Ownership

- Translate strategic initiatives from Education, Training, and Membership teams into clear, prioritised system enhancements and business process changes.
- Own and manage the product backlog, continuously refining and prioritising based on business value, compliance, and user impact.
- Facilitate workshops to lead requirement elicitation with SMEs and stakeholders; define clear acceptance criteria.
- Approve new features, enhancements, and releases; sign off on functional requirements and UAT outcomes, and release readiness.
- Act as the senior escalation point for critical incidents and resolve conflicts in priorities or scope.

Business Alignment & Collaboration

COMPLEXITIES

- Collaborate with the Change Lead and direct the work of the Business Support Leads to ensure system and process improvements are aligned and sustainable with supporting documentation.
 - Engage stakeholders to ensure TMP supports operational needs and strategic outcomes.
 - Act as key liaison between IT DevOps Team and SMEs.
 - 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.
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- Platform is new (late 2024 release) with further critical enhancements scheduled and a significant product backlog.
 - Influencing stakeholders and collaborating across multiple teams.
 - Prioritising user and business needs within resource constraints.
 - Balancing Current and Future Systems – Focusing on supporting existing systems while planning for the future state.
 - Evolving Cloud Environments – Understanding and adapting to the ever-changing nature of cloud technologies.
 - Process Impact – Developing and implementing systems that positively impact new processes.
 - Cross-Functional Collaboration – Working across business units, IT teams, and executive stakeholders to translate technical requirements into measurable business outcomes can be difficult, particularly when there is resistance to change.

ROLE DIMENSIONS

Reporting Line: Reports to Head of Education Development and Improvement. Has a dotted reporting line to incumbent Product Owner until end June 2026 during handover.
Direct Reports: Business Support Lead

COMPETENCIES

- Ensures Accountability: Holding self and others accountable to meet commitments
- Collaborates: Building partnerships and working collaboratively with others to meet shared objectives
- Communicates Effectively: Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences
- Manages Complexity: Making sense of complex, high quantity, and sometimes contradictory information to effectively solve problems.
- Develops Talent: Developing people to meet both their career goals and the organisation's goals
- Cultivates Innovation: Creating new and better ways for the organisation to be successful
- Balances Stakeholders: Anticipating and balancing the needs to multiple stakeholders
- Strategic Mindset: Seeing ahead to future possibilities and translating them into breakthrough strategies
- Builds Effective Teams: Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals
- Tech Savvy: Anticipating and adopting innovations in business building digital and technology applications

EXPERIENCE

Essential

- Proven experience as a Product Owner or Product Manager in a digital or enterprise platform environment including experience in D365.
- Strong understanding of agile methodologies, backlog management, and product lifecycle.
- Demonstrated experience in stakeholder engagement and requirement elicitation, especially with subject matter experts and cross-functional teams.
- Strategic thinking and business acumen, with a track record of aligning product delivery to organisational goals.
- Experience leading UAT and signing off on functional requirements and releases.
- Excellent communication and conflict resolution skills, with the ability to manage competing priorities and act as a senior escalation point.
- Experience with performance monitoring and continuous improvement of digital platforms post-release.
- Familiarity with change management principles and collaboration with business support functions.
- IT Capabilities: Microsoft Office Suite, SharePoint and video/teleconferencing platforms

Desired

- Knowledge of enterprise systems such as CRMs, or LMSs.
- Strong understanding of the education and training domain, ideally in a membership or professional accreditation environment.
- Formal qualifications in product management, business analysis, or project management (e.g. Agile, Scrum, PRINCE2).
- Experience driving adoption and optimisation of digital tools across diverse user groups.
- Understanding of data-driven decision-making, including KPI tracking and reporting.
- Experience in education, training, or professional development sectors, particularly within membership-based organisations.

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.