

Position Description

Senior Executive Officer, NSW/ACT

Member Engagement & Support Department | Regions | Clerks – Private Sector Award 2010:
Level 5

ABOUT THE RACP	<p>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.</p>
POSITION PURPOSE	<p>The Senior Executive Officer (SEO), NSW/ACT is responsible for leading the operational delivery of RACP services in New South Wales and ACT, ensuring a consistent, high-quality experience for Fellows and Trainees.</p> <p>The role provides strategic and operational support to State Committees, manages regional service delivery (outreach with training, supervision, CPD, events, and member engagement), and ensures alignment with national strategies, policies, and standards.</p> <p>Reporting to the Manager, Regions, the SEO plays a key role in translating College-wide initiatives into NSW and ACT-specific delivery and contributing NSW and ACT insights into national planning.</p>
KEY ACCOUNTABILITIES	<p>Regional Service Delivery & Member Experience</p> <ul style="list-style-type: none">- Lead day-to-day operations of the NSW/ACT team to ensure high-quality service delivery.- Oversee delivery of training, CPD, events, and member engagement activities, ensuring alignment with national standards and consistent operating practices.- Act as a primary communication channel between the College and members in NSW, ensuring consistent, timely information flow. <p>Committee Secretariat & Governance Support</p> <ul style="list-style-type: none">- Provide secretariat support to the State Committee and associated groups, including agendas, minutes, papers and action tracking.- Support Chairs in fulfilling their governance roles, including onboarding and clarity of purpose.- Ensure committee priorities align with College strategy and regional capacity. <p>Stakeholder Engagement & Advocacy Support</p> <ul style="list-style-type: none">- Build strong relationships with NSW and ACT Health, HETI, local health districts, hospitals, training networks, and internal College teams.- Identify and escalate NSW and ACT-specific issues relevant to training, workforce, CPD, or member experience.

	<ul style="list-style-type: none"> - Represent the College in meetings and stakeholder forums in line with delegation policies. <p>Supporting Regional, Rural and Remote (RRR) Initiatives</p> <ul style="list-style-type: none"> - Support the implementation of regional, rural and remote training and member engagement initiatives in NSW/ACT by working with the Manager, Regions, local health partners, and rural training sites to identify needs, strengthen relationships, and ensure regional issues are incorporated into national planning. - Provide clear communication, coordination and visibility of RRR activities across NSW, and ensure that members outside Sydney remain engaged and informed. <p>Strategic Implementation & Collaboration</p> <ul style="list-style-type: none"> - Support implementation of College-wide initiatives and NSW/ACT priorities across training, CPD, advocacy, events, and member engagement. - Participate in cross-regional coordination to promote national consistency in service delivery. - Contribute NSW insights to national strategy development and operational planning. <p>Leadership, People & Performance</p> <ul style="list-style-type: none"> - Lead and coach a small team to deliver high-quality member services with clear goals and performance expectations. - Conduct ongoing performance management and support staff development. - Foster a collaborative, accountable, high-performing culture. <p>Financial & Resource Management</p> <ul style="list-style-type: none"> - Manage the NSW and ACT State Office budget, ensuring efficient and responsible resource allocation. - Provide operational and financial reporting to the Manager, Regions and State Committee. - Work with College Facilities leadership to ensure a safe and compliant workplace. <p>Continuous Improvement & Innovation</p> <ul style="list-style-type: none"> - Identify opportunities to improve service efficiency, streamline processes, and embed consistent regional practices. - Support adoption of digital tools, including AI-enabled processes, to reduce administrative burden and improve member experience. - Use evaluations, feedback and metrics to drive continuous improvement.
COMPLEXITIES	<ul style="list-style-type: none"> - Influencing diverse and senior stakeholders across the health sector and College. - Delivering outcomes within a matrixed organisation with multiple functional partners.

	<ul style="list-style-type: none"> - Managing competing priorities across training, governance, events, and member issues
ROLE DIMENSIONS	<p>Reporting Line: Manager, Regions Direct Reports: 2 Team Reports: 2</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 - Directs Work: Providing direction, delegating, and removing obstacles to get work done - 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 - Being Resilient: Rebounding from setbacks and adversity when facing difficult situations - Situational Adaptability: Adapting approach and demeanour in real time to match the shifting demands of different situations
EXPERIENCE	<p>Essential</p> <ul style="list-style-type: none"> - Relevant tertiary qualifications in health, management or relevant field. - Knowledge or experience working in the field of medical workforce and training. - Experience in effective management of a small team, with a commitment to performance improvement. - Experience delivering Secretariat services to Committees, including agenda, minutes and action point follow up. - Proven high level planning, written and verbal communication skills. - Proven ability to foster strong cooperative working relationships with stakeholders. - Strong leadership and project management skills delivering competing priorities on time, on budget and to the satisfaction of key stakeholders. - Demonstrated financial management skills. - Highly computer literate in Microsoft packages. - Ability to work effectively within a team.

	<ul style="list-style-type: none">- Ability to act with initiative but also to seek advice and manage risk as appropriate.- IT Capabilities: Microsoft Office Suite, SharePoint and video/teleconferencing platforms <p>Desired</p> <ul style="list-style-type: none">- Knowledge and experience of the Australian health systems and structures- Experience in events management
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<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>
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