

## THE ROYAL AUSTRALASIAN COLLEGE OF MEDICAL ADMINISTRATORS

### POSITION DESCRIPTION

<b>Position Title:</b>	Fellowship Training Program Administration Officer
<b>Business Area:</b>	Education
<b>Reporting To:</b>	Fellowship Training Program Manager
<b>Employment Status:</b>	1.0 FTE fixed-term to 30 June 2025
<b>Date Reviewed:</b>	April 2023

#### 1. Royal Australasian College of Medical Administrators

The Royal Australasian College of Medical Administrators (RACMA) is a specialist medical college with the objective of influencing health systems management and educating medical practitioners in the specialty of medical administration. The College has Fellows throughout Australia, New Zealand, Hong Kong and other overseas posts.

Four core values underpin all RACMA endeavors:

- Professionalism: Demonstrating self-governance, high standards and ethical behaviour
- Integrity: Doing the right thing in all situations
- Excellence: Striving for outstanding achievement despite constraints
- Respect: Acknowledging and valuing others' thoughts, opinions and feelings

#### 2. Business Area Overview

Contributing to the strategic goals of RACMA the Education division will be responsible for the development, delivery, evaluation and assessment of all education programs delivered by RACMA including with the Fellowship Training Program, short programs such as the Leadership for Clinicians and Management for Clinicians Programs, Continuing Professional Development programs and the Annual Conference. This Division will support and provide strategic advice to the Chief Executive, key education committees such as the Education and Training Committee, Academic Board and Board of Censors and ensure compliance with key regulatory requirements such as the Australian Medical Council.

#### 3. The Position

The Fellowship Training Program Administration Officer is a frontline role that provides administrative support for the Fellowship Training Program. The role is responsible for, but not limited to, administration of training and assessment requirements, being the first point of contact for Candidate enquiries about their training and the provision of support for various aspects of the Candidate life cycle.

#### 4. Key Responsibilities

The key responsibilities of this role include but are not limited to:

- Responding to Candidate enquiries about their training, training fees and other training program requirements.
- Interacting with Candidates to provide a high level of member support and service.
- Administering the Candidate life cycle including onboarding, invoicing, monitoring Candidate progress and compliance with training program requirements.
- Maintaining accurate and current training records.
- Coordinating logistics related to training and assessment requirements e.g., assignments, webinars and workshops.
- Providing administrative support for training and assessment activities including oral examinations.
- Coordinating and providing administrative support to College Committees including organising meetings, preparing and distributing agendas, writing and distributing minutes and reporting.
- Working cooperatively with other team members and College Units to meet objectives and ensure appropriate exchange of information.
- Undertaking other duties as required.

#### 5. Selection Criteria

- Demonstrated relevant experience in an administrative role, preferably within an education or membership organisation.
- Excellent time management skills including the ability to plan, set priorities and meet deadlines, with flexibility to alter priorities to meet changing demands.
- A high standard of written communication skills particularly regarding stakeholder communications and working with communication templates.
- A high standard of verbal and interpersonal communication skills including the ability to liaise and communicate effectively with a wide variety of stakeholders, individuals, and groups.
- Experience with providing administrative support to committees including preparing agendas, writing minutes and reporting.
- Excellent administrative skills, particularly with respect to accuracy, multitasking and attention to detail.
- Demonstrated initiative and a capacity to work independently and as a member of a small team.
- Demonstrated ability to approach tasks with a quality improvement perspective.
- Ability to seek clarity and escalate issues when necessary.
- High level computer literacy, including Microsoft Office, membership databases.
- Experience using learning management systems (e.g., Canvas) desirable.

**6. Organisational Relationships**

Internal Liaison	RACMA Members and Candidates RACMA Management and staff
Committee Liaison	Education and Training Committee Training Progress Committee Academic Board Candidate Advisory Committee College panels and/or working groups
External Liaison	External Stakeholders and service providers

**7. Other**

This role may involve work outside normal business hours and travel within Australia and to Aotearoa New Zealand.