

### The Role

The GP Registrar Support Officer

### Context

NTGPE delivers vocational education and training for registrars under the Australian General Practice Training (AGPT) program to the standards of the Royal Australian College of General Practitioners (RACGP) and Australian College of Rural and Remote Medicine (ACRRM) through multiple education activities to different groups of learners and GP practices dispersed throughout the whole of the Northern Territory (NT). This position therefore deals with a variety of internal and external stakeholders ensuring that communication with these groups enhance NTGPE's key relationships and program delivery.

The broad environment in which NTGPE operates includes communities with high levels of need, as well as service providers and funding agencies that are keen to ensure Aboriginal Health needs are better met. These factors indicate considerable scope for innovative approaches in the way NTGPE operates. It also means that NTGPE needs a coordinated and cooperative approach between the education program team and other parts of the organisation, which requires a flexible approach to its structure and operations. The successful applicant can expect that the position and its duties may evolve during the course of their employment with NTGPE to meet the demands of its business operations.

### Location

This position is based at the NTGPE office in Darwin at Charles Darwin University, Casuarina Campus.

### Supervision

This position reports to and is supervised by the GP Registrar Program Manager (GPR PM) and is expected to work relatively independently.

### Salary

To be negotiated depending on qualifications and experience.

### Employment Conditions

NTGPE provides a safe working environment, in a fast paced, dynamic organisation which is the lead regional training organisation (RTO) in the Northern Territory for medical education and training.

NTGPE offers six (6) weeks annual leave and up to two (2) weeks personal leave.

As NTGPE maintains the status of a health promotion charity it is able to offer significant salary sacrificing arrangements to its employees.

### Hours of Work

73.5 hours per fortnight full time equivalent (FTE), with after hours and weekend work an occasional requirement.

### Contract Period

This position is offered on contract to 31 December 2021 with a minimum three (3) month probationary period.

### Duties

#### 1. Provide administrative support to the program duties not limited to but include:

- Work closely with and under the direction of the GPR PM to ensure all program requirements are undertaken in a timely manner.
- Be the first point of call for program participants, providing them with high level assistance, direction or redirection to appropriate staff.
- Constantly reviewing current administrative processes to ensure they are timely, practical and reduce duplication.
- Be responsible for monitoring, collecting and following up regular information required for the smooth running of the program.
- Coordinate regular meetings between education staff and program participants eg video or teleconferences including minute taking.
- Work closely with the GPR PM to ensure that all information is filed and entered into databases in a timely manner.
- Accompany the GPR PM and/or other NTGPE staff on remote (or other) community visits as requested.

#### 2. General office administrative duties:

- Sharing general office administrative tasks with other administrative staff including the answering the telephones, maintaining the office kitchen and meeting rooms and purchasing supplies on a regular basis.
- Using initiative at all times when dealing with internal and external clients.
- Being responsible for ensuring all administrative processes are managed within the NTGPE quality assurance system and contribute to the maintenance of that system.
- Assisting other administrative staff in managing the variations in activity between programs. This will include providing direct assistance to other administrative roles and covering periods of leave as required.

### Accountabilities

This position is accountable for providing administrative support to one or more of NTGPE's core educational programs. It also provides general administrative support as required for the full functioning of the administrative team in meeting the Company's operational needs.

### Selection Criteria

#### *Essential*

1. Demonstrated high level of customer service and client liaison skills
2. Demonstrated experience and effective skills working within a team
3. Demonstrated ability to work independently and achieve organisation goals
4. Demonstrated ability to identify and rectify emerging issues as they arise
5. Demonstrated proactive approach to work and implementing new and/or improved administrative systems
6. Experience in effective office administration, accurate data entry and record keeping within strict timelines
7. Demonstrated computer literacy, preferably with experience in MS Office Suite and database usage
8. Demonstrated ability to record minutes of meetings and distribution of agendas in a timely manner, as well as following up agreed actions before the next meeting
9. Demonstrated ability to work in a changing environment and ability to contribute positively toward change in a cross-cultural team environment
10. Demonstrated ability to prioritise conflicting workloads and deadlines
11. Demonstrated ability to identify the need for and ask for help as required

### Desirable

1. Relevant vocational education qualifications or willingness to obtain will be favourably considered.
2. Current NT driver's licence.

### Working Conditions

This position will require sitting for many hours a day at a computer and desk, as well as lifting and bending. In this role you may travel in a 4WD vehicle and/or a light aircraft.

### Values

NTGPE is committed to ensuring that we have a working environment that is welcoming and inclusive for all staff. To support this, we have adopted a core set of shared values which guides our work and creates a safe and respectful environment that fosters the best in us all. This includes dealing with our customers, stakeholders, each other and the community:

- RESPECT - work better together
- FAIRNESS - fair go for all
- WELLNESS - show we care
- INNOVATION & CONTINUOUS IMPROVEMENT - idea generators
- MAKING A DIFFERENCE - work with purpose

Approved

Stephen Pincus, CEO
2018 Nov 14