



## CPD ADVISOR

### Job Description

Position title:	CPD Advisor
Responsible to:	Manager CPD
Location:	Wellington
Start date:	April 2021
Employment status:	Permanent

## About the College

The Royal New Zealand College of General Practitioners (the College) is the professional body and postgraduate educational provider for vocationally qualified specialist General Practitioners (GPs) and Rural Hospital Medicine Practitioners.

Our key aim is to improve health outcomes and reduce health inequities for all people in Aotearoa New Zealand. We do this by setting and maintaining education and quality standards, and supporting our members to provide competent, equitable care to their patients.

Our work is underpinned by kaitiakitanga (service and stewardship), whanaungatanga (collaboration and respect), mana tangata (diversity and inclusion), and auaha (innovation and creativity).

Our 65+ operational staff support approximately 5,500 specialist GPs working in 1,000 general practices around the country.

Our people are committed to creating a contemporary and sustainable organisation, improving health equity, leading the way in education excellence, and ensuring the sustainability of quality general practice.

To learn more about who we are and what we do, [please visit our website](#).

## Our Benefits

Equal Opportunities  
Employer

Flexible  
Working

Recognition &  
Reward

Wellness &  
Wellbeing

## About the role

The CPD Advisor is responsible for providing support to Fellows and members engaged in the College's CPD programme, as well as prospective members and those that wish to rejoin or put their participation on hold. This role provides high-quality customer service through monitoring and responding to queries from members through the key communication channels.

The CPD Advisor also processes applications for endorsement by the College of CME activities from external providers.

## Key Responsibilities

- Timely provision of CPD support services to members through agreed channels (phone, email etc.) including adequate coverage during business hours.
- Administrative support for the CPD programme including managing changes to members' enrolments and the associated communications with members and internal teams.
- Adopt a member-centric mindset in delivering services to members to ensure that members are at the centre of key decision-making in relation to the team's CPD activities.
- Process applications for the endorsement of registered providers of CME, resuscitation courses and CME events.
- Provide support for Fellows and members in the use of the tools and technology provided by the College for the recording of CPD requirements for their triennium programme.
- Maintain the database of registered providers of CME.
- Provide support for registered providers to record CME events and attendance.
- Respond to queries from College members, registered providers and other organisations/individuals regarding CPD and/or CME endorsement.
- Contribute to the development and maintenance of a robust framework for conducting CPD audits on behalf of the Medical Council.
- Effective use of the core College applications to keep accurate and timely records re members interactions and provision of services.
- Contribute to the development and maintenance of a robust framework for processing applications for endorsement of externally provided CME activities.
- Process and update individual records of learning on behalf of members as required.
- Produce regular reporting on Audit activities for College Management and the Medical Council.
- Work with the communications team to ensure that the professional development content of the College's website is accurate, up to date and easily accessible.
- Work collaboratively and constructively with the CPD team members and other teams and adjunct staff within the College.
- Contribute to building and maintaining relationships within the College and other external relationships and to represent the College in a positive and professional manner.

## Position Requirements

### Candidates should have the following essential skills and experiences:

- > A suitable tertiary qualification or equivalent experience in providing customer support and administrative services.
- > Experience of working in a CPD team or learning & development environment
- > Ability to solve issues collaboratively, and to proactively recommend process improvements.
- > Experience working in a team-oriented, collaborative environment.
- > Proficient level skill with the Microsoft Office Suite.
- > Experience in using iMIS or similar CRM system would be an advantage
- > Excellent verbal and written communication skills.
- > Excellent time management, planning and organisational skills.

### Candidates should demonstrate the following essential attributes:

- > Ability to adapt to changing business priorities and prioritise and execute tasks in a team.
- > Understands the College's obligation and Government's policy on the Treaty of Waitangi and applied knowledge in decision-making

- > Highly self-motivated, and ability to work independently with strong problem-solving skills.
- > Ability to be flexible, embrace change and be open to new ways of doing things.
- > Keen attention to detail.

## Key Relationships

### Internal

- > Manager CPD
- > Head of Membership Services
- > Senior Management Team
- > Medical Director
- > Equity Group
- > Learning Group
- > Corporate Services Group

### External

- > College Fellows and members
- > New Zealand Medical Council
- > Continuing Medical Education Providers
- > Resuscitation Certificate providers
- > Other stakeholders as required.

## Health & Safety

As an employee you will:

- Take reasonable care of your own health and safety.
- Take reasonable care that what you do, or do not do, does not adversely affect the health and safety of others.
- Cooperate with any reasonable policies or procedures the College has in place on how to work in a safe and healthy way.
- Comply with any reasonable instruction given by the College so that you can comply with the Health and Safety at Work Act and its regulations.

## Financial Delegation

As an employee you will:

- Maintain understanding of the College's current financial delegation policy.
- Apply the policy appropriately in all situations.