

JOB DESCRIPTION

Position title:	Customer Success Manager – RPCHM Project
Employment type:	Full Time, Fixed-Term Contract – Project Role (commencing November 2026 until June 2028 project end date)
Location:	Alice Springs or Darwin, Northern Territory (NT)
Full time equivalent (FTE)	0.8FTE – 4 days per week
Responsible to:	Executive Director Sales and Marketing
Direct reports:	Nil
Indirect reports:	N/A
Working relationships:	This position works collaboratively with the Marketing Coordinator appointed to this project, the Project team, the broader Sales & Marketing team, and wider TGL departments where required, including the Program Director - RPHCM.

OUR ORGANISATION

Therapeutic Guidelines Limited is an independent, not-for-profit organisation established almost 50 years ago by leading members of the Australian healthcare community. Over time, Therapeutic Guidelines has evolved into Australia's leading digital healthcare publisher, delivering trusted resources including, but not limited to Therapeutic Guidelines, *Australian Prescriber*, *Don't Rush to Crush*, and *ObesiD*.

Further information is provided at www.tg.org.au.

OUR VISION

As an organisation our vision is “*better health outcomes*”.

OUR CORE VALUES

We are independent, rigorous and reliable

- Developing trusted, quality guidance with leaders in the field
- Being dedicated to improving health outcomes and the quality use of medicines
- Maintaining independence from external interests

We connect and collaborate

- Forging and nurturing networks of diverse expertise
- Fostering a supportive, caring environment
- Valuing and responding to feedback from our stakeholders

We strive to be better

- Continuously improving our processes, technology, and content
- Being ambitious and committed to developing our people
- Aspiring to improve our impact

POSITION STATEMENT

The Customer Success Manager (CSM) reports to the Executive Director Sales and Marketing and is responsible for ongoing, regular engagement with existing and potential users of the Remote Primary Health Care Manuals (RPHCM) content across the Northern Territory, to ensure user needs are understood and accommodated and core needs are addressed, facilitating user retention and growth. The CSM ensures that all customers have the resources to use the full RPHCM content on the TGL digital platform and develops strong relationships with the users to drive continued use. The role includes:

- Act as the primary point of contact for all users of the RPHCM protocols and procedures across the NT.
- Partner with the dedicated Marketing Coordinator appointed to this project to develop engagement materials (videos, posters, quick guides) that build user and patient trust in the digital platform.
- Travel across the Northern Territory, including Darwin and Alice Springs, to support uptake of the digital product and understand local barriers to digital adoption.
- Deliver train-the-trainer sessions and build a network of local champions to support the remote and regional health workforce.
- Build and maintain relationships with key sector stakeholders along with relevant governance and consultative committees.
- Design and manage appropriate user feedback mechanisms and support the development of training materials that will support the uptake of the digital product, clearly explain offline/app-based access to the manuals and provide users with the tools they need to use the product.

SCOPE OF THE ROLE

Freedom to Act: The Customer Success Manager operates with a degree of autonomy to manage engagement with users across the NT project, in accordance with TGL's commercial policies and in accordance with Delegations of Authority, and in consultation with the Executive Director Sales and Marketing on travel, budget and stakeholder escalations.

PERSON SPECIFICATION

Qualifications:

- Nice to have: Bachelor's degree in business, marketing, communication or related fields.

Skills:

- Knowledge of best practices in customer service, customer engagement and retention.
- Proficient with applicable software applications such as Salesforce and Microsoft 365 Suite.
- Strong written and verbal communication.
- Active listening and ability to determine customer needs.
- Analytical and problem-solving skills.
- Ability to instruct and educate users on products.
- Leadership and motivational ability.

Experience:

- Previous customer service, sales or technical support experience.
- Experience working with or engaging with. remote, rural, or Aboriginal and Torres Strait Islander health practitioners or communities.

Knowledge:

- Knowledge of the publishing industry.
- Health sector knowledge and terminology.
- Cultural knowledge relevant to Aboriginal and Torres Strait Islander and remote health contexts (desirable).

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

Key Result Areas	Key Accountabilities and responsibilities	Standard Measures (KPI) Qualitative / quantitative
Values	Uphold TGL's core values in all customer interactions and team collaboration: We are independent, rigorous and reliable. We connect and collaborate. We strive to be better. Act as a positive role model and advocate for an inclusive workplace culture. Apply cultural safety principles across all aspects of the role, particularly in stakeholder engagement, content and materials development, and any engagement on Country. Implement a “by the user, for the user” approach to all aspects of the project, encouraging local ownership and usability.	Demonstrated behaviour reflecting TGL values at all times. Treat all stakeholders with respect, courtesy and dignity.
Customer Engagement & Retention	Act as the primary point of contact with existing and potential users of the RPHCM content across the NT, building strong relationships that drive continued use and retention.	User retention and renewal rates. Positive stakeholder feedback.
Digital Adoption & Change Management	Support clinics, health workers and remote workforce members to transition confidently from paper-based to digital manuals, partnering with the Marketing Coordinator on supporting materials (videos, posters, quick guides).	Uptake and usage metrics for the digital platform. Quality and timeliness of engagement materials produced.
Regional & Remote Service Delivery	Travel across the Northern Territory, including main centres, to deliver on-the-ground support and understand the practical needs of remote clinics and workers.	Coverage achieved across NT centres and remote communities relative to plan and approved travel budget.
Training & Capability Building	Design and deliver train-the-trainer modules that build a sustainable network of local champions able to support the ongoing training of the remote and regional workforce.	Number of trainers trained and trainer network coverage across the NT.
Stakeholder & Partner Relationships	Develop and maintain productive working relationships with key sector stakeholders, including relevant project governance and consultative committees.	Quality and frequency of stakeholder engagement, as evidenced by feedback and committee participation.
User Feedback, Reporting & Continuous Improvement	Design and manage user feedback mechanisms appropriate to the audience and context, maintain accurate engagement records in Salesforce, and use insights to inform ongoing improvements.	Feedback mechanisms implemented and actioned. Timeliness and accuracy of reporting against project objectives and budget.
Health & Safety	Timely identification and escalation of OH&S and business risks. Ensure all work is undertaken in compliance with OH&S legislation.	100% regulatory compliance. Risk assessments completed and escalated in a timely manner.
Meet the Needs of the Organisation	Undertake any other tasks commensurate with the classification of this position.	Meet the needs of the organisation in a timely and efficient manner.

PERSONAL COMPETENCIES

Personal Competencies Required	
•	Self-Management: the motivation and drive to set goals and achieve them through self-discipline and strong time management skills as they will be working independently and managing multiple priorities
•	Communication & relationships building; ability to develop trust quickly with users and build strong relationships with customers
•	Data driven decision making: Present insights and data to stakeholders to help shape the product based on user feedback.
•	Strategic and adaptive thinking: being able to problem solve, collaborate and advocate for the user
•	Cultural competence and safety: demonstrates a mature, genuine approach to cultural sensitivity; understands and respects the distinct cultural contexts of Aboriginal and Torres Strait Islander peoples and remote communities, and applies these principles consistently.

Therapeutic Guidelines has a duty of care to all employees. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of this position (with reasonable adjustments if required). This role may require (but may not be limited to) the following tasks:

INHERENT POSITION REQUIREMENTS

	Tasks	Occasionally (1 33%)	Frequent (34 66%)	Very frequent (67 100%)	Tasks	Occasionally (1 33%)	Frequent (34 66%)	Very Frequent (67 100%)
Physical	Computer work			X	Sitting for extended periods		X	
	Standing and walking		X		Neck flexion/extension and rotation	X		
	Bending, kneeling, squatting, crouching	X			Climbing stairs	X		
	Tasks involving manual dexterity	X			Driving motor vehicle		X	
	Tasks involving pushing and pulling	X			Walking over uneven surfaces		X	
	Lifting and carrying objects	X			Handling unstable objects or people	X		
Mental	Dealing with distressed staff, visitors, clients		X		Requirement to meet urgent timelines		X	
	Additional reasonable work hours	X			Exposure to distressing situations	X		
Environmental	Exposure to chemical hazards dust, gases, fumes, liquids, hazardous substances	X			Slippery or uneven surfaces	X		
	Working in confined spaces	X			Exposure to outdoor elements, eg events	X		
	Working in temperature extremes		X					

DECLARATION

- I have read and fully understand the Job Description.
- I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties, and position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- If new to TGL, I agree that I will participate in a probation review within the first six months after appointment and thereafter a performance review annually with my direct Manager.
- I will be required to work in accordance with Therapeutic Guidelines Values and policies and procedures.
- Therapeutic Guidelines may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee.
- I understand that this Job Description is separate to the Employment Contract that I will sign which outlines the terms and conditions of my employment.

Agreement:

I have read and understand the above Job Description and agree to undertake the duties outlined. I have the skills to undertake this role and declare that I have no health, medical or other restrictions that would impact upon my ability or capacity to undertake these duties in a safe manner.

Print Name	
Signature	
Date	

After review and signature, please ensure that a signed copy is uploaded onto your **ELMO profile [TGL ELMO HR & Payroll](#).*

To uploading the signed documents, please click on the Documents section and click on 'Assign to me' for the 'Position Description' form. Once submitted, this will automatically be saved to your ELMO profile and viewed under the Activities section.

Any queries please contact the Corporate Services team for assistance.