

<b>Job Title:</b>	Site Support Officer - Melbourne
<b>Job No:</b>	AA 135
<b>Dep/Business Unit:</b>	<b>Technical Training - Melbourne</b>
<b>Accountable to:</b>	Technical Training Manager
<b>Reporting to:</b>	Senior Instructor & Port Supervisor
<b>Our Vision:</b>	Be the leading provider of aviation and aerospace training, helping to shape the future of the industry.
<b>Our Values:</b>	Work Together, Be Accountable, Act Innovatively, Deliver on Customer Needs

## PURPOSE

The Site Support Officer – Melbourne is responsible for general reception, administrative support, tasks and activities associated with Aviation Australia’s Melbourne training operations. Additionally, the incumbent will be responsible for invigilation of student exams in the Melbourne facility.

## DUTIES

### Examination Invigilation

- Invigilate examinations as required in accordance with Aviation Australia’s policies and procedures including:
  - Prepare for online examinations including the set-up of exam rooms, laptops and verification of students’ identification.
  - Ensure the security of all examination material in your possession prior to and at the conclusion of any examinations.
  - Ensure all examination rules, including time restrictions, are followed by all students.
  - Monitor and patrol examination room(s) in order to prevent and detect academic misconduct.
- Regularly run updates and maintain examination laptops to ensure that they are always ready for use when required.
- Some exams may be conducted offsite, and travel may be required to these locations.

### Administration

- Answer all incoming telephone enquiries, directing calls to the appropriate person/department, and take accurate messages as required.
- Greet internal/external stakeholders, assisting with enquiries, providing directions, advising appropriate person of their arrival and providing information when applicable.
- Schedule required Technical Training courses and make changes using relevant scheduling software for Aviation Australia training programs.
- Provide accurate student timetables utilising the scheduling software for publication to students and staff.

- Maintain the scheduling software information to ensure ongoing accuracy of data including resources (rooms, staff, equipment and class groups).
- Undertake administration duties to support business operations as required including:
  - Being a point of contact for staff, students and external stakeholders
  - Raising purchase orders
  - Ordering stock and supplies
  - Receiving deliveries
  - Collecting mail and other items from suppliers
  - Assisting with student purchases, inclusive of school fees and uniforms
  - Liaising with Finance to ensure accurate invoicing and accounts are processed
  - Facility and WH&S inductions
- Provide support to the Training Administration team as required including:
  - Ensuring accurate records are maintained of student enrolments, funding eligibility, results and attendance
  - Student inductions to Aviation Australia's student management and learning systems
- Manage external guests and client inductions, advising relevant procedures and ensuring that all associated paperwork is current and completed.
- Participate in promotional and recruitment activities that assist in building Aviation Australia's brand and increasing student numbers by representing the organisation at career expos and student information sessions.
- Assist other departments as required to ensure that Melbourne's course and room scheduling is current and accurate.
- Assist with the scheduling of apprentice assessments and the administration of relevant documentation post-assessment visits.
- Participate in evaluation, quality assurance and continuous improvement processes.
- Undertake other duties as required by the accountable / reporting manager and senior management.
- Comply with the requirements of Aviation Australia's:
  - Code of Conduct
  - Work Health and Safety legislation
  - Policies and procedures

## **AUTHORITIES**

The Site Support Officer – Melbourne has the authority to:

- Access systems relevant to training administration functions under authorisation of the accountable /reporting manager.

**SELECTION CRITERIA****Qualifications**Essential

- A valid Driver's Licence.

Desirable

- A recognised qualification in an administrative discipline or equivalent.

**Experience**Essential

- A minimum of 12 months experience in a similar administrative role.
- Experience in either student, academic or aviation administration in the education/training sector.
- Experience utilising records and document management systems in particular student/examination/ training/scheduling focussed.

Desirable

- Experience in the vocational training sector or in a training/learning and development environment.
- Experience invigilating exams.

**Knowledge and Skills**Essential

- Demonstrated experience and/or knowledge of how to effectively contribute to a workplace that is safe from discrimination, bullying, harassment and sexual harassment.
- Superior interpersonal and customer service skills with the ability to display a courteous and professional manner at all times.
- Excellent written and oral communication skills with high level attention to detail and accuracy.
- Demonstrated ability to resolve issues through negotiation and consultation with others.
- Well-developed problem-solving skills.
- Demonstrated ability to deal with sensitive issues and maintain confidentiality.
- Ability to interpret and apply legislation, regulations, policies and procedures.
- Strong organisational skills with the capacity to prioritise work, deal with completing demands, manage time effectively and ensure completion of tasks within deadlines.
- Intermediate computer literacy, MS Excel and MS Word skills with proficiency in MS Office suite of applications and the ability to become an effective user of new computer systems.
- Preparedness to undertake training as required.

Desirable

- Knowledge and understanding, or the ability to rapidly acquire knowledge and understanding of:
  - VET standards and how compliance against these standards is maintained and demonstrated
  - Relevant Commonwealth or State/Territory legislation that applies to aviation training.

**Personal Qualities**Essential

- Enthusiastic, energetic and motivated approach to work.
- Assertiveness and an ability to remain professional and measured in approach, regardless of the situation.
- Ability to build rapport and credibility with stakeholders and develop strong working relationships.
- Actively contribute to ensuring the workplace is a safe environment for everyone by challenging actions or behaviours that could be improved upon or that are inappropriate.
- Ability to work both independently and within a flexible team environment.
- Ability to foster a customer focused working environment and build and maintain rapport with staff and students.
- Ability to interact with internal and external customers from diverse cultural backgrounds, displaying awareness of cross-cultural communication issues.
- Willingness and ability to demonstrate initiative and accept responsibility.

**JOB DESCRIPTION AGREED**

Employee Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_