

Job Title:	Administration Officer – Assessments
Job No:	AA1171
Dept/Business Unit:	Technical Training
Accountable to:	People and Operations Manager
Reporting to:	People and Operations Manager
Our Vision:	Creating aviation expertise and leadership
Our Values:	Work Together, Be Accountable, Act Innovatively, Deliver on Customer Needs

PURPOSE

The Administration Officer - Assessments is responsible for providing a range of administrative support primarily to the Assessments team but also to the wider Technical Training division as required. The incumbent plays a key role in supporting the team including assisting with student assessment processes, day-to-day administrative duties, examination invigilation and assisting/supporting with management of student enquiries.

DUTIES

Key accountabilities of this role include:

Administration

- Assist the Assessments team with administrative functions relating to conducting competency assessments for Aviation Australia registered apprentices and recognition of prior learning assessments.
- Provide a range of administration services to the Assessments team in order to assist in providing effective training delivery services to clients and students. This includes tasks such as data entry and maintenance, raising purchase orders, and ordering stock and supplies.
- Manage incoming customer enquiries in a professional business manner ensuring accurate and timely advice and information is provided to Technical Training staff in order to meet their requirements.
- Enter data and information into Aviation Australia's databases and systems ensuring records are accurate and up-to-date along with maintaining Hangar records to ensure compliance.
- Participate in manning Reception as part of an internal backup roster system and as required.
- Work closely with the Training Administration team and Customer Experience team to maintain a thorough and up-to-date understanding of customer needs and circumstances and ensure these are successfully managed.
- 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

Examination Invigilation (as required)

- 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 and monitor and patrol examination room(s) in order to prevent and detect academic misconduct.
- Please note, some exams may be conducted offsite, and travel may be required to these locations.

AUTHORITIES

The Administration Officer - Assessments has the authority to:

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

SELECTION CRITERIA**Qualifications**Desirable

- A recognised qualification in an administrative discipline or equivalent.

ExperienceEssential

- Considerable experience working in a similar administrative role.

Desirable

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

Knowledge and SkillsEssential

- 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 interpersonal, written and oral communication skills.
- High level attention to detail and accuracy.
- Ability to develop an understanding of the requirements for Aviation Australia to comply with education and support services required under the Australian Skills Quality Authority (ASQA) guidelines.
- Demonstrated ability to work within a team and resolve issues through negotiation and consultation with other team members.
- Demonstrated ability to deal with sensitive issues and maintain confidentiality.
- Ability to interpret and apply legislation, regulations, policies and procedures relevant to the role.
- Strong organisational skills with the capacity to prioritise work, deal with competing demands, manage time effectively and ensure completion of tasks within deadlines.
- Strong computer literacy skills with proficiency in Microsoft Office suite of applications and the ability to become an effective user of new computer systems.
- Preparedness to undertake training as required.

Desirable

- The ability to acquire knowledge and understanding of:
 - VET standards and how compliance against these standards is maintained and demonstrated; and
 - Relevant Commonwealth or State/Territory legislation that applies to aviation training.
- Sound knowledge and/or understanding of commercial aviation.

Personal QualitiesEssential

- Enthusiastic and motivated approach to work.
- Assertiveness and an ability to remain professional and measured in approach, regardless of the situation.
- 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: _____