

<b>Job Title:</b>	Ground Operations and Services Instructor
<b>Job No:</b>	AA150
<b>Dept/Business Unit:</b>	Flight Safety Training
<b>Accountable to:</b>	Operations Manager Flight Safety Training
<b>Reporting to:</b>	Operations Manager Flight Safety Training
<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 Ground Operations and Services Instructor is responsible for the competent delivery, assessment and development of knowledge and skills training within the scope of Aviation Australia's Flight Safety Training function. In this role you will be delivering training at the premises of third-party providers and as such will be required to comply with the relevant policies and procedures of that organisation.

## DUTIES

Key accountabilities of this role include:

- Deliver training, and assessment in accordance with regulatory requirements (ASQA)
- Participate in the continuing review of curriculum content, teaching methods, class notes, practical exercises, and methods of student assessment.
- Maintain accurate student academic and assessment files.
- Maintain currency and apply knowledge of technological developments in the aerospace industry and in particular, the appointee's area of expertise.
- Monitor and self-evaluate teaching performance to ensure a high standard is maintained which provides optimal student learning opportunities.
- Ensure accurate training documentation in accordance with operators' training and checking manuals.
- Conduct examinations/assessment and participate in the preparation and correction of examination/assessment papers, student reports and assignments.
- Participate in the counselling and remediation of students.
- Maintain awareness with regards to relevant Commonwealth or State/Territory legislation and Aviation Australia's policies and procedures.
- 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 Ground Operations and Services Instructor has the authority to:

- Educate, counsel and/or discipline students in compliance with the organisation's policies and procedures.

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

- Completed a Certificate IV in Workplace Training and Assessment (TAE40116).
- Appropriate industry qualifications applicable to the role Ground Operations and Services Instructor
- The ability to hold an ASIC which involves a police security check.

Desirable

- First Aid Certificate.
- 3 years in Ground Operations and Services Instructor

**Experience**Essential

- Demonstrated understanding or experience in the delivery of training programs to adult learners.

**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.
- Excellent interpersonal, written, and oral communication skills.
- Effective facilitation skills for a range of learning styles.
- Demonstrated ability to resolve issues through negotiation and consultation with other team members.
- Strong organisational skills including the ability to prioritise work, to deal with competing demands, manage time effectively and meet deadlines.
- 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, applicable preferably to a large organisation.
- 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.

**Special Requirements**

- Must be able to show flexibility in working days and hours. This role will require the ability to be called upon at short notice to deliver training.
- Ability to work in a simulated aircraft environment that contains artificial smoke.
- Ability to work in an environment that simulates aircraft emergencies, including but not limited to aircraft evacuation slides, life rafts in a wet area, ground evacuations and emergency procedures.
- Ability to work in an environment that includes baggage handling in accordance with correct manual handling techniques.

**Personal Qualities**Essential

- Enthusiastic and motivated approach to work and emotionally resilient in a fast-paced teaching environment.
- 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.
- Demonstrated ability of successfully working within a team.

- 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: \_\_\_\_\_