

Job Title:	Administration Officer – Assessments
Job No:	AA171
Dept/Business Unit:	Technical Training
Accountable to:	Manager Assessment
Reporting to:	Manager Assessment
Our Vision:	Be the leading provider of aviation and aerospace training, helping to shape the future of the industry.
Our Values:	Safety, 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 & Apprentice teams but also to the wider Technical Training division as required. The incumbent plays a key role in the team through day-to-day administrative duties, customer/client engagement, the development and management of internal processes and procedures and management of organisational systems such as the Aviation Australia E-Journal and Celcat.

DUTIES

Support the Assessments Team through a broad range of administrative functions. The key duties relate to the following:

- Management of the Apprentice and Recognised Prior Learning (RPL) administration to support the conducting of competency assessments for Aviation Australia registered apprentices and recognition of prior learning assessments.
- Supporting the team in providing high quality assessment (RPL and Apprentice assessments) services to clients and students.
- Reporting, scheduling, providing updates on apprentice progress and possible issues, and proactively communicating with customers and other business units.
- Managing all administration aspects of the E-Journal System, for example troubleshooting, setting up new users, providing training and induction for staff and apprentices/clients, developing & maintaining procedures and processes as required and proactively escalating system issues.
- Responsible for the currency of all Assessment Team Internal training materials, user guides and processes.
- Develop and implement processes and procedures as part of the continuous improvement process and administrative functions.
- Work with the Assessments team to ensure delivery of Apprentice/Student inductions, Apprentice visits and RPL assessments are completed within required timeframes.

- Manage incoming customer enquiries in a professional business manner ensuring accurate and timely advice and information is provided to both the customer and 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 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

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 & Experience

Essential

- A minimum of 3-5 years' experience in a coordinator or senior administrative role.
- Experience working in the Aviation Industry, Higher Education VET sector or Group Training Organisations (GTO).

Desirable

- A minimum of 2 years' experience working in the vocational training sector or in a training/learning and development environment.
- A recognised qualification in business administration discipline or equivalent experience in an administrative role.

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 and the ability to always maintain a professional manner.
- Strong organisational skills with the capacity to prioritise work and deal with competing demands to meet deadlines.
- Excellent written and oral communication skills with the ability to clearly communicate with external customers and internal stakeholders and support the development of organisational reporting.
- A high-level attention to detail and accuracy.
- 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.
- 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 computer literacy skills with proficiency in Microsoft Office suite of applications and the ability to become an effective user of Aviation Australia relevant IT systems.
- Preparedness to undertake training as required.

Desirable

- Sound knowledge and/or interest in the Aviation and VET sector.

Personal Qualities

Essential

- Enthusiastic and motivated approach to work with the ability to self-prioritise and self-manage workload.
- Comfortable learning and applying change management practices in supporting a continuous improvement culture.
- Willingness and ability to demonstrate initiative and accept responsibility for achieving team objectives.
- 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 foster a customer focused team culture and build and maintain rapport with staff, customers and external stakeholders.
- Ability to interact with internal and external customers from diverse cultural backgrounds, displaying awareness of cross-cultural communication issues.