

Job Title:	Site Support Officer - Darwin
Job No:	AA 135
Dep/Business Unit:	Technical Training - Darwin
Reporting to:	Supervisor – Technical Training & Business Development
Our Vision:	Be the leading provider of aviation and aerospace training, helping to shape the future of the industry.
Our Values:	Safety – At The Heart Of Everything We Do, Work Together, Be Accountable, Act Innovatively, Deliver on Customer Needs

PURPOSE

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

DUTIES

- Undertake general administration duties to support daily business operations as required, including and not limited to posting, banking, running errands and support any event planning and coordination.
- Ensure the successful coordination, maintenance and restocking of the Darwin facility, including day-to-day operations.
- Conduct facility and WH&S inductions. Manage external guests and client inductions, advising relevant procedures and ensuring that all associated paperwork is current and completed.
- Maintain the scheduling software information to ensure ongoing accuracy of data including resources, and provide support to scheduling team (rooms, staff, equipment and class groups).
- Provide students with academic and Pastoral care support, liaising with the Student Program and School/VET coordinators.
- Invigilate examinations as required in accordance with Aviation Australia's policies and procedures and manage examinations as guided by the Chief Examiner.
- Liaise with Finance to ensure accurate invoicing and accounts are processed.
- Provide support to the Training Administration team as required including:
 - Manage customer enquiries by providing course pricing and enrolment information in a timely manner
 - Organise, prepare and monitor weekly class roll for the business
 - Provide support across all administration support positions as required
- Represent Aviation Australia at events such as, career expos and student information sessions.
- Assist other departments as required to ensure that Darwin course and room scheduling is current and accurate.

- Assist with the scheduling of apprentice theory training, assessments and the administration of relevant documentation for assessment visits, including student workbooks and assessments.
- Arrange travel and accommodation bookings for Darwin staff as required.
- 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 – Darwin has the authority to:

- Access systems relevant to training administration functions under authorisation of the accountable /reporting manager.
- Educate, counsel and/or discipline students in compliance with the organisation's policies and procedures.

SELECTION CRITERIA

Qualifications

Essential

- A valid Driver's Licence
- The ability to obtain an ASIC card or Ochre Card (working with children clearance).
- Must have work rights in Australia to be an eligible candidate

Desirable

- A recognised qualification in an administrative discipline or equivalent.

Experience

Essential

- A minimum of 3-5 years' experience in a similar administrative or customer service role.
- 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 in aviation or education/training administration.
- 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 competing demands, manage time effectively and ensure completion of tasks within deadlines.
- Intermediate to advanced 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

- Exposure to using platform such as wisenet, celcat and technology one.
- 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.