

	Job Description	AA P&C PRO 05a
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Job Title:	Regulatory Compliance Officer
Job No:	AA101
Reporting to:	Regulatory Compliance Manager
Department:	CEO/Executive > Risk and Compliance > Regulatory Compliance
Our Vision:	The aviation and aerospace Centre of Excellence for learning and development
Our Values	Work Together, Be Accountable, Safety at the Heart, Act Innovatively, Deliver on Customer Needs

PURPOSE

The Regulatory Compliance Officer is responsible for supporting the Regulatory Compliance Manager in establishing, implementing, reviewing and promoting an effective quality management framework across the entire business. The Regulatory Compliance Officer ensures the framework provides and cultivates a culture of continuous quality improvement, whilst ensuring legislative and regulatory compliance obligations are met.

RESPONSIBILITIES

As the Regulatory Compliance Officer, you will:

- Act as a subject matter expert for the company's Quality Management System (QMS), providing advice and guidance to support its maintenance and continuous review, including associated policies, procedures and quality initiatives
- Implement (where necessary), and monitor regulatory compliance frameworks and approval processes, ensuring integration within the QMS and broader business operations. - Administer and support the development, implementation and review of Records Management and QMS documentation, including company SharePoint platform.
- Plan, conduct and lead internal audits as required by the company's audit program, report findings, monitor corrective actions, and provide audit outcome reports to stakeholders.
- Coordinate and facilitate external audits conducted by regulatory bodies, including ASQA and Civil Aviation Authorities such as CASA, EASA and GCAA, ensuring organisational readiness, timely provision of evidence and effective management of audit outcomes.
- Monitor internal business operations for compliance with regulatory and legislative requirements, including legislative changes, and provide advice and recommendations where necessary.
- Maintain effective communication and relationships with all regulatory, legislative and certification bodies on matters regarding compliance and reporting requirements.
- Provide ongoing regulatory advice, training and support to the business regarding Registered Training Organisation (RTO) Standards, Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS), National Code Standards, State Funding Contract Standards and Civil Aviation Regulations, including CASA, EASA and GCAA requirements.
- Administer and provide accurate recording of student and customer feedback/complaints to the relevant business departments.
- Work with the Regulatory Compliance Manager to facilitate a continuous improvement environment in which the company's resources are focused on satisfying internal and external customer requirements.
- Undertake other duties as required by the accountable / reporting manager and senior management.
- Comply with Aviation Australia's Code of Conduct, Work Health and Safety legislation, and all relevant policies and procedures.

SELECTION CRITERIA

Qualifications and Experience

Essential

- Minimum 3 – 5 years' experience in a risk and compliance position or a similar role.
- Lead Auditor certification or formal quality auditing qualification.
- Sound experience in internal and external auditing.
- Experience drafting workplace operational processes, procedures and work instructions.
- Experience in facilitating change in the workplace.
- Demonstrated ability in leading quality management programs.
- Excellent communication skills (both written and verbal) and the ability to manage multiple tasks, prioritise effectively, and meet agreed deadlines.

Desirable

- Tertiary qualification in Quality Management, Engineering, Aviation, or a related discipline, or equivalent relevant experience and/or formal qualifications.
- Exposure to or knowledge of aviation, aerospace engineering or education (RTO) industries.
- Experience with aviation quality management or ERP systems (AQD, AMOS, QUDOS etc.)
- Exposure to or knowledge of aviation, aerospace engineering or education industries.
- Knowledge of, or ability to quickly develop an understanding of:
 - Auditing of Registered Training Organisation (RTO) / Maintenance Training Organisation (MTO) /Flight Training Organisation (FTO) /Approved Maintenance Organisation (AMO) operations in maintaining compliance with competent authority regulations and standards, i.e. National Aviation Authority (NAA) Part-147, Part 142, Part 145 and NVR approved organisations.
 - Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) standards and how compliance against these standards is maintained and demonstrated.
 - Australian Skills Quality Authority (ASQA) standards and how compliance against these standards is maintained and demonstrated.
 - Civil Aviation Safety Authority (CASA) and European Union Aviation Safety Agency (EASA) regulatory requirements under Part 147, Part 66, Part 145, Part 142 & Part 101 as applicable.
 - Relevant Commonwealth or State/Territory legislation that applies to aviation training.
 - International Organisation for Standardisation (ISO) requirements.

Eligibility Requirements

- Employment is subject to the successful completion of relevant pre-employment screening, which may include verification of work rights, criminal history, reference, qualification and licence checks, medical assessments, and drug and alcohol testing.
- Ability to safely performing the inherent physical and functional requirements of the position.
- It is a condition of employment that all employees are willing and able to obtain and maintain a Working with Children Check or equivalent check for the relevant state of employment in Australia, for the duration of their employment with Aviation Australia.

Behavioural Competencies

Our purpose is to inspire and develop world-leading professionals for the aviation and aerospace industries through innovative learning and a commitment to safety and sustainability. To achieve this, we must live by our **values**—every day, in every interaction.

Work Together

Teamwork is essential for fostering a culture of cooperation, innovation, and shared success within the workplace. It not only contributes to the effective achievement of business objectives but also enhances the work experience for individuals, leading to a more engaged and committed workforce.

Be Accountable

Accountability fosters trust, improves performance, and contributes to a positive and productive work environment. It's essential for individual success and the overall success of the team and organisation that we are accountable for our actions and responsibilities.

Safety at the Heart

Prioritising the protection and well-being of staff, students, customers and visitors of Aviation Australia, ensuring that all operations and activities are conducted in a manner that minimises risk and prevents harm.

Act Innovatively

Acting innovatively at work is not just about generating new ideas; it's about creating value through those ideas in ways that benefit the organisation, its employees, customers, and the broader community. It's a fundamental aspect of thriving in a complex, ever-changing business landscape and it keeps us relevant in the marketplace.

Deliver on Customer Needs

Delivering on customer needs is a strategic imperative that impacts nearly every aspect of our business, from product development to classroom delivery, marketing, sales, and customer service. It's about creating value that resonates with customers, ensuring their satisfaction, loyalty, and advocacy.