

	Job Description	AA P&C PRO 05a
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Job Title:	Assessments Coordinator
Job No:	AA171
Reporting to:	Assessment Administration Team Lead
Department:	Assessments > Assessments Administration
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 Assessments Coordinator is responsible for providing a range of administrative and scheduling tasks within Aviation Australia's assessments division. Collaborating with internal and external stakeholders the Assessment Coordinator provides high-level administrative support, coordinating student E-Journal and scheduling. This role is an integral role for the assessments team to achieve successful outcomes for Aviation Australia's students and customers.

RESPONSIBILITIES

As the Assessments Coordinator you will be responsible for:

- Coordinate and schedule apprentice contact/journal reviews for assessors, apprentices and employers. Work with the Assessments team to ensure delivery of Apprentice/Student inductions are completed within required timeframes.
- All administration aspects of the E-Journal System including tasks such as troubleshooting support for apprentices, setting up new users, providing training and induction, escalating system issues, and developing procedures and processes as required.
- Responsible for maintaining currency of E-Journal training materials and user guides and provide training of Aviation Australia teams and business units in the system.
- Support Recognition of Prior Learning assessments through engagement with RPL candidates, conduit to RPL Assessors, monitoring and administering of shared mailboxes and updating operational databases and reporting tools.
- Work closely with the Assessments team and other business units to understand and manage customer issues promptly and effectively and ensure customer feedback is provided to relevant business units.
- Develop and implement processes and procedures as part of the continuous improvement process and administrative functions.
- 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.
- 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

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- Policies and procedures

SELECTION CRITERIA

Qualifications and Experience

- A tertiary qualification in business administration, scheduling, project management or similar discipline.
- Minimum of 3 years' experience in a high demand administrative or scheduling role (essential)
- Experience in the vocational training sector or training/learning and development environment.
- 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 and customer service skills with the ability to remain calm and always display a professional manner.
- High level attention to detail and accuracy and well-developed problem-solving skills.
- 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, and meet deadlines.
- Proficient in Microsoft Office suite of applications and the ability to become an effective user of new computer systems.
- Willingness and flexibility to undertake training and travel domestically as required.
- 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.

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.