

Technical Business Support Coordinator

Position Detail			
Reports To	Learning Design and technology Lead	Group	Operational Training
Classification	ASA4	Location	Melbourne
Reports – Direct Total	Nil		

Organisational Environment

Airservices is a government owned organisation providing safe, secure, efficient and environmentally responsible services to the aviation industry.

Each year we manage over four million aircraft movements carrying more than 156 million passengers and provide air navigation services across 11 per cent of the world's airspace.

Airservices has two major operating centres in Melbourne and Brisbane and a corporate office in Canberra. We operate 29 air traffic towers at international and regional airports, and provide aviation rescue firefighting services at 26 Australian airports.

We are committed to continuing to improve our business by providing our customers with services they value, .

The purpose of this role is to provide efficient and high-quality course coordination, records management, business and trainee administrative support required for the delivery of accredited and non-accredited training.

This role supports the Business Unit's objectives through efficient, effective and RTO compliant course administration, scheduling and records management.

Primary Purpose of Position

The role reports to the Learning Design and Technology Lead.

Accountabilities and Responsibilities

Position Specific

- Maintain a high level of confidentiality and exercise professional judgement and tact in relation to dissemination of training and personal data
- Provide administrative assistance to the Operational training Leads and Head
- Manage Business Unit procurement, payment processing and other financial activities
- Provide front desk administrative support to Operational Training
- Lead and contribute to the organisation of events, e.g. graduation ceremonies
- Assist with the maintenance of Business Unit asset management.
- Contribute to the success of the Business Unit by ensuring compliance with Registered Training Organisation and Quality Assurance standards
- Assist in running of ad-hoc trainee and financial reports as required
- Provide course coordination support for training delivery including participant management, resourcing, and records management

People

- Maintain an effective working relationship with other Airservices staff to ensure that there is effective coordination of all activities in support of organisational objectives
- Demonstrate a high level of collaboration and consultation within the team and with external stakeholders
- Contribute to team communication (both written and oral)
- Collaborate with other team members to ensure a culture of continuous improvement

Compliance, Systems and Reporting

- Following all Airservices policies in respect to financial transactions and claims processing,
- Following all RTO standards, quality assurance and reporting requirements

Safety

- Demonstrate safety behaviours consistent with enterprise strategies

Key Performance Indicators

Efficient, Effective and Accountable

- Demonstrated experience in establishing, maintaining and reviewing systems and procedures to effectively manage work flows and outcomes
- A track record of proactive stakeholder management and building effective working relationships, specifically dealing at the tactical level
- Demonstrated proficiency in using business applications e.g. Microsoft Excel and SAP based applications

Commercial

- Supporting the organisational customer focus as the central driver

Safety

- Compliance with safety, risk, environmental and any other standards

Key Relationships

- Operational Training Head
- Operational training Leads
- Learning Design and technology team members
- Trainees
- Trainee Supervisor
- Course Scheduling and Reporting team

Skills, Competencies and Qualifications

Essential:

- Qualifications, or equivalent experience in business or training administration, project or event management
- Travel co-ordination, and financial administration experience.
- Experience and practical application in the use of MS Office 365 applications to support course administration, such as SharePoint, Excel, Word, One Note.

Desirable:

- Sound knowledge of SAP / Promaster and iBuy reporting systems
- Knowledge of Learning Management System- Success Factors
- Procurement, first aid and/or fire warden experience
- Experience in working with survey software such as Survey Monkey or similar
- Knowledge of the VET quality framework and ASQA RTO standards

Performance Standards and Behaviours

As a member of Operational Training, you will consistently demonstrate performance standards and behaviours that meet our Code of Conduct. This includes:

- Treating everyone with dignity, respect and courtesy
- Acting with honesty and integrity
- Acting ethically and with care and diligence
- Complying with all Airservices' policies and procedures, and applicable Australian laws
- Disclosing and taking reasonable steps to avoid any actual, potential or perceived conflict of interest
- Behaving in a way that upholds our vision, mission and values, and promotes the good reputation of Airservices.