# Regulatory Assistant – Registration (Exams) Role data

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| **Position no.** | TBC | **Work Area Profile** | Registration |
| **Work Level Classification** | Level 2 | **Directorate/Business Unit** | Regulatory Operations |
| **Reports to (role)** | Senior Regulatory Advisor- Registration (Program Management) | **Location** | Multiple |
| **No. direct reports** | Nil | **No. of indirect reports** | Nil |
| **Version date** | 02 July 2018 | **Tenure** | Refer to job description |

**Work area profile**

Ahpra’s overall mission is to protect the public by regulating health practitioners efficiently and effectively in the public interest to facilitate access to safer healthcare for all the community. Website: [*www.ahpra.gov.au*](http://www.ahpra.gov.au/)

In partnership with the National Boards, Ahpra’s, Regulatory Operations Directorate, Registration division ensure only practitioners who have the skills and qualifications to provide safe care to the Australian community are registered to practise their profession. Ahpra publishes registers of practitioners (the national register) so that important information about the registration of individual health practitioners is available to the public.

# Role purpose

Reporting to the Senior Regulatory Advisor- Registration (Program Management), provides a range of administrative and operational support for the delivery of examinations, including managing exam bookings, maintaining an examinations registration calendar, and refreshing examination information for publication on the AHPRA website with a focus on AHPRA’s values to deliver high performance.

# Key Accountabilities

* Maintain systems and procedures that underpin the timely and effective delivery of examinations for National Boards including maintenance of examination datasets, communicating with candidates, meeting support and documentation and issue identification/resolution.
* Deliver efficient and accurate assessing and processing of exam applications and other documents with a customer focus,
* Assess eligibility to sit examinations for relevant professions as required, consistent with current legislation, established policy, procedures, and the delegated authority of the Board for registration of health practitioners.
* Contribute to the monitoring of the budget, planning and financial reporting of examination activities.
* Assist with the monitoring of the contract/s to support the delivery of examination activities.
* Liaise with internal and, where required, external stakeholders for follow up and progression of issues associated with the delivery of examinations.
* Other duties as directed by the Senior Regulatory Advisor- Registration (Program Management).
* Health Safety and Wellbeing: Ensuring the workplace provides a safe working environment with the required level of care and respect for its participants. This means to:
  + Take reasonable care for own and others’ health, safety and wellbeing;
  + Adhere to Ahpra’s workplace health, safety and wellbeing policies and procedures.

# Capabilities for the role

The Ahpra Capability Framework applies to all Ahpra employees. Below is the complete list of capabilities and proficiency level required for this position.

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| **Values** | **Capabilities** | **Proficiency Level** |
| **Service** | Commits to customer service | Elementary |
| Displays leadership | Elementary |
| Generates and delivers the strategic vision | Elementary |
| Demonstrates an awareness of the National Registration and Accreditation Scheme (the National Scheme) and the National Law | Elementary |
| **Collaboration** | Builds constructive working relationships | Foundation |
| Communicates effectively | Foundation |
| **Achievement** | Demonstrates accountability in delivering results | Elementary |
| Uses information and technology systems | Foundation |
| Displays personal drive and integrity | Foundation |

## Qualifications/experience

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| **Qualifications/Experience** | **Required** |
| **Qualifications** | Certificate II in Business Administration or equivalent and/or relevant experience. |
| **Experience** | Demonstrated ability to work within a complex administrative environment.  Demonstrated experience using Microsoft Office applications for email, word processing, spreadsheets and data bases and an ability to learn and adapt to new systems.  Demonstrated attention to detail and the ability to process data entry information with a high degree of accuracy.  Sound interpersonal, written and oral communication skills and experience in dealing with people at all levels.  Sound organisation skills including excellent time management skills plus the ability to prioritise workload in response to time critical targets.  Ability to work independently as well as in a team environment to deliver assigned workload.  Ability to problem solve, analyse and interpret information and established procedures.  Some experience in providing support across a range of administrative activities including but not limited to telephony, correspondence, document and file management. |

**Key relationships**

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| **Internal Relationships** | **External Relationships** |
| National Boards, State Boards and their committees | Applicants |
| National Manager/s Registration | Examiners |
| Senior Regulatory Advisor – Registration | Kryterion |
| Professional Officers |  |
| Senior Regulatory Officer – Registration Support (Exam Coordinator) |  |
| Registration Support Officer (Exams) |  |
| Registration teams |  |