

Regulatory Assistant – Registration

Role data

Position no.	Various	Work Area Profile	Registration
Work Level Classification	Level 2	Directorate/Business Unit	Regulatory Operations
Reports to (role)	Regulatory Advisor – Registration (Team Leader Express)	Location	Multiple
No. direct reports	Nil	No. of indirect reports	Nil
Version date	02 July 2018	Tenure	Fulltime, ongoing and Fixed term

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

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 Regulatory Advisor Registration – (Team Leader Express), the Regulatory Assistant – Registration will undertake reception duties and provide comprehensive administration and support services to the registration teams across all aspects of the registration function within established national policies and procedures with a focus on AHPRA's values to deliver high performance.

Key Accountabilities

- Provide efficient and courteous service to customers at reception on a rotating basis, including greeting the public, answering routine enquiries and directing the public on how to contact appropriate AHPRA staff.
- Undertake reception duties, including processing and reconciling of payments and other financial transactions, receipt and processing of documents and adhering to the procedures when transferring these to other business units.
- Complete administrative support activities within registration including preliminary data entry of applications, conducting legacy checks and issuing of certificates of registration status within established timeframes and established national policies and processes.
- Other duties as directed by the Regulatory Advisor – Registration (Team Leader Admin).
- 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.

Values	Capabilities	Proficiency Level
Service	Commits to customer service	Foundation
	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	Elementary
	Communicates effectively	Elementary
Achievement	Demonstrates accountability in delivering results	Elementary
	Uses information and technology systems	Elementary
	Displays personal drive and integrity	Elementary

Qualifications/experience

Qualifications/Experience	Required
Qualifications	Certificate II in Business Administration or equivalent and/or relevant experience.
Experience	<p>Demonstrated ability to work within a complex administrative environment.</p> <p>Demonstrated experience using Microsoft Office applications for email, word processing, spreadsheets and data bases and an ability to learn and adapt to new systems.</p> <p>Demonstrated attention to detail and the ability to process data entry information with a high degree of accuracy.</p> <p>Sound interpersonal, written and oral communication skills and experience in dealing with people at all levels.</p> <p>Sound organisation skills including excellent time management skills plus the ability to prioritise workload in response to time critical targets.</p> <p>Ability to work independently as well as in a team environment to deliver assigned workload.</p> <p>Ability to problem solve, analyse and interpret information and established procedures.</p>

	Some experience in providing support across a range of administrative activities including but not limited to telephony, correspondence, document and file management.
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Key relationships

Internal Relationships	External Relationships
National Boards, State Boards and their committees	Applicants
National Manager/s Registration	Registered Health Practitioners
Senior Regulatory Advisor – Registration	General Public
Regulatory Advisor – Registration (Team Leader Admin)	
Notification teams	
Registration teams	
Business Services directorate	
Strategy and Policy directorate	