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| **1.** | **POSITION TITLE:** | **POSITION DESCRIPTION**  **Registration Officer** |
| **2.** | **JOB CLASSIFICATION:** | **2** |
| **3.** | **WORK UNIT:** | **Professional Standards & Practice** |
| **4.** | **RESPONSIBLE TO:** | **Registration Lead** |
| **5.** | **LOCATION:** | **Canberra, ACT** |
| **6.** | **PURPOSE:** |  |

The position of Registration Officer is responsible for providing high level administrative support to the General Manager – Professional Standards, the Operations Manager – Professional Standards and the Registration functions of Engineers Australia. The Senior Registration Officer corresponds directly with senior members and stake holders and is the administrative point of contact for EngExec and new processes developed by the Registration department that are outside of standard operating procedures.

# DUTIES

* + Work with the Registration Lead to monitor policies, procedures, guidelines, forms and work practices to identify improvements to increase efficiency and better customer outcomes
  + Provide high level of personal communication to provide advice and solutions to senior members and stakeholders
  + As required, complete coordination of interviews including the preparation of required documentation for assessment, recording outcomes in the membership database, notifying applicants of assessment outcomes via email, produce and distribute certificates as required and ensure fees are properly invoiced via the Finance team
  + Effective and accurate database management. This includes conducting regular data integrity checks to verify database entries, produce reports using the membership database and help with database user acceptance testing as required
  + Participation in the administration of CPD and Practice Reviews
  + Generate reports that provide statistics on review and assessment processes
  + Provide administrative support to the General Manager, Professional Standards and the Operations Manager, Professional Standards and provides assistance to the Registration team as required
  + Provide effective customer service within a service delivery environment
  + Work closely with IT to assist with Registration projects and digitizing processes
  + Other duties as required.

# WORK HEALTH & SAFETY (WHS) OBLIGATIONS

As a worker for Engineers Australia, you must:

* + Take reasonable care for your own health and safety in the workplace
  + Take reasonable care that your acts or omissions do not adversely affect the health and safety of others in the workplace
  + Cooperate with your employer about matters of health and safety
  + Comply with any reasonable instruction and cooperate with Engineers Australia’s WHS policies and

procedures

* + Familiarise the broad meaning of ‘workplace’ in health and safety legislation and Engineers

Australia WHS policies and procedures.

# COMMUNICATION AND RELATIONSHIPS

* + The Registration Officer reports to the Registration Lead and provides support to the National Manager, Registration and, supports the Registration team as required.
  + This position is required to work in a professional manner with external customers of the Registration team and will liaise with other employees across Engineers Australia as required.

# EXPECTED BEHAVIOURS

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| **Stakeholder Focus** | * Provides timely advice and solutions that reflect an understanding of internal and external stakeholder needs. * Actively supports team members to satisfy internal and external stakeholders. |
| **Change Agent** | * Constructively challenges issues. Offers alternative solutions that contribute new and better ways of operating. * Assesses impact of change and encourages cooperation in coping with change. |
| **Effective Collaborator** | * Demonstrates actively listening skills to ensure accurate understanding of stakeholder needs. * Responsive to and tailors communication to ensure it is appropriate for target audience. |
| **Delivers Excellence** | * Is accountable for tasks assigned. Is able to manage multiple priorities, timeframes. * Draws on the information from a number of sources, uses experience and judgement to analyse what information is important. |

# SELECTION CRITERIA

* + A proven ability to work as part of a team, contributing to the team’s effectiveness
  + Solid computer skills with demonstrated competency in the use of Microsoft Office and the use of databases for data processing purposes
  + Well-developed professional level written and oral communications
  + Ability to work with limited supervision and prioritise workloads
  + The ability to remain customer-focused in a service delivery environment
  + Demonstrated ability to apply a high ‘attention to detail’ in a process driven environment
  + Demonstrated commitment to achieving quality outcomes in work performance and results
  + Having a sound understanding of member-focused organisations (such as Engineers Australia) with membership and registration structures would be beneficial.
  + Sound understanding of Privacy legislation as it applies to a member organisation and ability to independently maintain this knowledge as legislation changes
  + Ability to lead, review and improve processes