

ACCREDITATION COORDINATOR

Job Title: Accreditation Coordinator
Section: Operations
Report to: Assistant Operations Manager

Role Purpose:

Accreditation Coordinators (ACs), as part of the Accreditation team, support (Senior) Client Coordinators (CCs) and Accreditation Managers (AMs) for the delivery of NATA's accreditation services.

Key areas of responsibility include:

- Planning, performing and following up specified assessments activities to ensure deadlines and expectations are met
- Providing advice and support to NATA members, NATA staff, Technical Assessors, applicant facilities and other NATA clients via NATA communication tools
- Building effective relationships with NATA members to grow loyalty and commitment to NATA
- Collaborating with other parts of the business such as the extended Operations Team and the Engagement and Education team to ensure knowledge remains up to date with assessment processes and have the appropriate client management tools to effectively communicate with clients

Essential Profile

Preferred professional experience includes:

- Relevant academic qualifications in a related discipline such as scientific, engineering and business or equivalent experience
- Professional experience with accreditation services or equivalent activities would be highly desired
- Demonstrated ability in project management skills
- Demonstrated experience in building effective working relationships with internal and external stakeholders
- Sound analytical and problem-solving skills.
- Strong written business and verbal communication skills.
- Excellent time management skills, and the ability to prioritise effectively
- Intermediate skills and practical experience in software applications, document and record management software, databases and a willingness to learn new systems.
- Ability to work under pressure and deliver to target, monitor, and report on allocated activities

ACCREDITATION COORDINATOR



Specific duties detailed below, together with key performance indicators, will be used to conduct annual performance reviews.

Strategic Pillars	Responsibilities
People	<ul style="list-style-type: none"> • Establish collaborative relationships with all NATA staff • Pro-actively participate in the accreditation team activities to share information and knowledge • Effectively prepare for performance management activities and act upon feedback • Training relevant staff as requested
Leadership	<ul style="list-style-type: none"> • Role-model and exhibit behaviours aligned with the values of NATA in performing the role • Demonstrate resilience when faced with setbacks • Identify improvement opportunities for NATA from internal and external systems and processes • Proactively participate in meetings and projects, as requested. • Demonstrate flexibility in ways of working to continue to deliver outcomes effectively during change
Service Delivery	<ul style="list-style-type: none"> • Effectively drive and coordinate a portfolio of client assessment jobs in partnership with the Client Coordinators to create a positive client experience that meets and, where possible exceeds expectations • Efficiently deliver assigned assessment services for both scheduled and non-scheduled jobs • Work in accordance with NATA's Charter of Service timeframes and aim to meet or exceed targets • Adopt a solutions-focussed and collaborative approach when dealing with any challenges that may arise • Complete periodic quality assurance activities as directed
Stakeholder Engagement	<ul style="list-style-type: none"> • Adopt a client-centric focus when dealing with members and clients to develop effective long-term working relationships • Respond to client requests and enquiries with a high level of service and responsiveness • Work with CC's in the client management role allocated accredited facilities and applicants. • Develop strong and productive working relationship with CC's to ensure the assessment process for each job is pro-actively and efficiently managed • Respond to and investigate any client complaints and ensure they are effectively resolved in collaboration with the responsible CCs and AMs and the Quality Manager

ACCREDITATION COORDINATOR



Strategic Pillars	Responsibilities
Finance and Security	<ul style="list-style-type: none"> • Perform activities within budget parameters • Ensure all time is accurately recorded in the system (T@W) • Provide reconciled records of expenditure in accordance with NATA policies as required (e.g. TA travel expenses and ETM statements) • Ensure monthly billing to clients is undertaken in accordance with NATA policies • Prepare draft cost estimates on accreditation activities to be delivered to clients
Growth	<ul style="list-style-type: none"> • Work with the team to identify accreditation and commercial training opportunities • Identify opportunities and implement these for continuous self-improvement from both internal and external processes and quality measures • Maintain a high level of knowledge and expertise to meet the needs of the role

NATA Values (DRIVE)

Demonstrated capacity to work across NATA's values:

Diligence	We deliver our services proficiently, with integrity and impartiality
Responsibility	We are reliable and accountable for our services
Innovation	We develop our practices to ensure the on-going relevance to our business to members, clients and stakeholders
Value	We deliver services recognised for their importance to the national interest and add value to our members' and clients' businesses
Expertise	We deliver our services with a high level of expert knowledge