

FIRST SCHEDULE

JOB DESCRIPTION

ROLE: Assessment and Membership Coordinator
REPORTS TO: Operations Manager
LOCATION: NZOIA Office

JOB SUMMARY:

The Assessment and Membership Coordinator position is a crucial administrative and coordination role within the NZOIA office. The purpose of the role is to manage the logistics for assessments, ensure membership recruitment and support processes runs smoothly and assist the Operations Manager as and when required. As such the role involves a range of duties and a high degree of flexibility is required. The key accountabilities and expectations set out below are provided as a general guide only.

NZOIA is a small organisation with limited resources. The Assessment and Membership Coordinator needs to fit within this environment and be comfortable working closely with the Operations Manager and other staff, working diligently and proactively to support the overall team effort. NZOIA is a dynamic organisation that requires adaptability and flexibility within roles and a positive approach to change.

SCOPE OF JOB:

Key Dimensions of Resources Controlled:

Direct reports: 0

Key relationships: Operations Manager
Administration Assistants
Business Manager

Key Result Areas	Key accountabilities/expectations
Coordination of internal training courses, assessment events and refresher workshops	<ul style="list-style-type: none">• Coordinate the logistics of assessments• Maintain and build on the Model Student database• Monitor course applications to ensure online processes are working correctly and individuals are selecting the right service• Maintain timely and effective communications with all involved• Issue post assessment results to candidates• Process course feedback reports• Monitor the database to ensure:<ul style="list-style-type: none">• All reporting requirements are met• All course records are correct• All candidate and assessor profiles are correct
Enrolment, membership and registration	<ul style="list-style-type: none">• Assist in the development and implementation of membership recruitment strategies• Oversee the membership and registration process• Train and monitor the Administration Assistant/s• Process memberships at busy times of the year• Assist in the development and updating of documents, manuals, newsletters etc

Key Result Areas	Key accountabilities/expectations
Communications	<ul style="list-style-type: none"> • Respond to phone, email and written enquiries in a friendly, helpful, timely and professional manner • Sort enquiries and redirect as necessary to other staff • Project a professional image and customer focus
Management of external assessment and revalidation programmes	<ul style="list-style-type: none"> • Monitor the database to ensure: <ul style="list-style-type: none"> • All reporting requirements are met (particularly in relation to the Safety Management System) • All course records are correct • All candidate and assessor profiles are correct • All fees are paid
NZOIA Advocate	<ul style="list-style-type: none"> • Promote and seek training and assessment work for NZOIA by recognising opportunities through day to day interaction with individuals, organisations and employers; and then working collaboratively with the Operations Manager to follow up on these. • At all times speak positively of NZOIA and promote our aims, values and qualifications etc.
Best Practice	<ul style="list-style-type: none"> • Work within established systems and guidelines • Check data collected by the IT system to ensure statistical records of all events are complete and accurate in accordance with established processes • Assist in the development of systems and procedures to ensure continuous improvement
General	<ul style="list-style-type: none"> • Back up other staff roles when required e.g. sickness, busy times, leave

QUALIFICATIONS/EXPERIENCE:

This role would ideally suit someone who has worked in the outdoor sector and who has an understanding of the nature and challenges it presents in terms of standards, training and qualifications.

Qualifications/Experience relevant to the role

Ideally the Assessment and Membership Coordinator will have the following attributes:

- A good understanding of NZOIA, what we do, our values, ethos, and purpose
- Excellent written and oral communication skills with high standards of English, spelling and grammar
- Ability to work with other people
- Be a self-starter, able to use initiative and work with little supervision
- Be or have been a practicing instructor
- Knowledge of, enthusiasm for, and commitment to the outdoor sector through employment and / or active participation
- Good IT capability and experience of working with common office software
- Well-developed administrative skills, well organised and attention to detail
- Solutions focussed, proactive, and a helpful 'can do' attitude
- Friendly and team oriented
- Flexible and adaptable