



POSITION DESCRIPTION

POSITION TITLE:	Assessment Coordinator
LOCATION:	Lower Hutt
DEPARTMENT:	Assessment Services
REPORTING TO:	Manager of Assessment Services
KEY RELATIONSHIPS:	<p><u>Internal:</u></p> <ul style="list-style-type: none"> ○ Manager of Assessment Services ○ Assessment Services Team ○ Operational teams ○ Aspeq teams <p><u>External:</u></p> <ul style="list-style-type: none"> ○ Stakeholders/Customers/Candidates ○ Technical experts (contractors) ○ Suppliers
KEY PURPOSE:	The key purpose of this role is to provide question bank development, and exam delivery, to ensure superior examining services to meet (and exceed) contractual requirements.
NATURE & SCOPE:	<p>A privately owned NZ company, Aspeq delivers over 90,000 exams annually in 25 countries and employs 60 permanent and 200+ contractors in NZ, and Australia. Aspeq delivers exams through a network of centres across Australasia and operates two customer service help centres in Lower Hutt, NZ and Canberra, Australia.</p> <p>Aspeq is a specialised examination service provider. Our assessment, accreditation and licencing services are delivered both in-person and digitally across a wide range of global sectors.</p> <p><u>The Assessment Coordinator will:</u></p> <ul style="list-style-type: none"> ○ provide exam development and contribute to various organisational activities, projects and strategic initiatives. ○ contribute to the planning and delivery of new and existing exams. ○ manage the quality of all exams, processes and procedures required for compliance. <p>The role will be required to work Monday to Friday, but they must take a flexible approach to work hours in line with the global nature of Aspeq.</p>

<p>REQUIREMENTS / QUALIFICATIONS:</p>	<p><u>The ideal person will have the following attributes:</u></p> <ul style="list-style-type: none"> o Administration experience in a high paced environment. o Excellent time and workload management skills. o Ability to process, interpret and present statistical data. o Ability to quickly identify, understand and implement optimal solutions to issues. o Exceptional written English skills to deliver well-articulated and easily understood outcomes. o Excellent interpersonal and communication skills. o Digital literacy with MS Office. o Well-developed interpersonal skills with the ability to establish rapport and maintain credibility. o Sound planning and organisational skills including the ability to track progress and meet deadlines. o Ability to work with minimal supervision. o Commitment to producing consistently accurate output of a high standard. o Commitment to Aspeq values and strategic goals. o High standard of personal integrity, and an appreciation of risks, and commitment to security and confidentiality of IP (Internet Protocol), PII (Personal Identifiable Information) and sensitive data. o Work well with people, demonstrating excellent interpersonal and open communication skills. o Be able to plan and be efficient in managing and prioritising a busy workload with good attention to detail <p>Must be eligible to work in New Zealand, and agree to a Ministry of Justice background check, and UK Security check and the possibility of a credit check.</p>
--	--

<p>TALENT FRAMEWORK</p>	<p><u>The ideal person will have the Professional level of “Emerging” and possess the following competencies:</u></p>
<p>LEADERSHIP</p>	<ul style="list-style-type: none"> o Be able to manage projects in collaboration with team members, leaders and our customers. o Have a positive and enthusiastic attitude whilst being able to recognise when stressed and take the necessary steps to maintain well-being. o Seek and provide feedback respectfully and constructively.
<p>RELATIONSHIPS</p>	<ul style="list-style-type: none"> o Be a confident and articulate communicator who can connect with various stakeholders. o Have the ability to maintain high-quality relationships through timely and appropriate communication. o Be able to make valuable contributions to discussions and projects, providing a point of view.
<p>INNOVATIVE</p>	<ul style="list-style-type: none"> o Have a continuous improvement mindset, embrace technology and is proactive in developing technical skills.
<p>INSIGHTFUL</p>	<ul style="list-style-type: none"> o Be interested in how the business operates, seeking to understand more about our customers and how they operate in their industry.

TALENT FRAMEWORK	<u>The ideal person will have the Professional level of “Emerging” and possess the following competencies:</u>
	<ul style="list-style-type: none"> o Be able to gather and analyse information from various sources relevant to their daily responsibilities.
QUALITY DRIVEN	<ul style="list-style-type: none"> o Have good attention to detail. o Bring a high standard of personal integrity, an appreciation of risks and a commitment to security and confidentiality of IP (Internet Protocol), PII (Personal Identifiable Information) and sensitive data.

KEY RESPONSIBILITIES	ACTIONS / OUTCOMES
1.0 Question Bank Coordination	<ol style="list-style-type: none"> 1.1 Develop and manage question banks for the delivery of exams and resources. 1.2 Support internal customers to ensure adherence to contractual requirements, including financial and budget expectations. 1.3 Liaise with stakeholders and provide updates on developments, projects, and contractual requirements. 1.4 Manage own work processes on internal and external systems. 1.5 Facilitate the review process for exam candidates as per each sponsor’s requirement. 1.6 Proactively investigate issues, queries, complaints, and processes to identify underlying causes and impacts and recommend and implement appropriate solutions. 1.7 Regular monitoring and analysis of exam data, ensuring reports on the integrity and functionality of data are actioned. 1.8 Security, quality assurance and quality control protocols are implemented to assist with ISO accreditation certification. 1.9 Attend industry meetings and provide presentations and guidance to industry or interested parties and potential new customers.
2.0 Exam Management	<p>The Assessment Coordinator is responsible for coordinating the development of new questions and maintenance of existing questions to ensure effective examinations for all subjects of the assigned question bank. This includes but is not limited to the following:</p> <ol style="list-style-type: none"> 2.1 Analysis of question bank coverage against the appropriate standard and requirements of the Customer Authority. 2.2 Ensure questions are always aligned and updated to the appropriate version of the standard, rules, or other appropriate documentation. 2.3 participation in projects for the development of new question banks. 2.4 Development and coordination of exam support material related to question banks. 2.5 Maintaining exam management records to ensure valid and relevant examinations and exam support material are always delivered. 2.6 Ensuring the security of exam material by limiting access to authorised personnel only

KEY RESPONSIBILITIES	ACTIONS / OUTCOMES
	2.7 Identify flaws or risks that could potentially jeopardise the integrity or security of information. 2.8 Following all documented processes and keeping records updated at all times.
3.0 Contractor Management	3.1 Recruiting, initial training and management of technical experts, ensuring they are qualified, current and recognised by the industry. 3.2 Manage and oversee work tasks for contractors to ensure completion within expected timeframes. 3.3 Maintain relevant documentation to ensure legal and regulatory compliance. 3.4 Provide ongoing training via workshops, conferences, moderation meetings and recertifications as required by the industry. 3.5 Ensure contractors have access to current resources. 3.6 Keep all payment records up to date at all times
4.0 Customer Management	4.1 Listens to customers and considers solutions to meet their needs and is an internal advocate for the customer. 4.2 Maintains functional and effective BAU customer relations. 4.3 Identifies and recommends new ways to develop, enhance and deliver excellence to all customers. 4.4 Provide advice to new customers to assist with their development of exam standards and syllabus, examination blueprints and resources, and documentation.
5.0 Team Dynamics	5.1 Provide feedback and support to managers on organisational and administrative systems, processes, and procedures. 5.2 Have a general understanding of other coordinators' question banks. 5.3 Cover other coordinator roles within the team as required. 5.4 Contribute to team knowledge and skill development by working positively alongside other team members. 5.5 Contribute to the development of administrative and support documentation.
6.0 Live our Values	6.1 Know and Demonstrate Aspeq's values. <ul style="list-style-type: none"> o Brave, o United, o Smart, o People People
7.0 Other	7.1 Any other activities as directed in line with the nature and scope of the role.

At Aspeq, we recognise and appreciate that diversity, inclusion, and accessibility is valuable to our business. We embrace the unique perspective and capabilities of our current and future employees, which will help us continue to drive innovation and achieve our business goals. Our culture enables us to create an environment of involvement, respect, and connection to benefit individual employees and all our clients worldwide.

Why do we exist?

Our Purpose

To **help** people know and trust that they will be safe

Our Promise

To **provide** best-practice assessment, accreditation and licensing services

Our Objective

To **create** a globally recognized organisation for delivering customer and commercial excellence in assessment

What do we do?

Aspeq provide best-practice assessment and accreditation services to authorities and regulators

Our services are robust, secure and internationally recognised – our customers know they can trust us

Our products include highly-specific content delivered via digital platforms that are always evolving and being invested in.

Our people are highly experienced, respected and trusted for their expertise

What's our way?

We're Brave

We punch above our weight. We operate in a global market that relies on highly specific knowledge and expertise

We're People People

While we focus on technical solutions, people really matter. We respect our customers and what they are trying to achieve. We respect our people, fostering an ethos of recognition, achievement, and growth.

We're United

We work together and succeed as a team. We also work to understand our customers' needs and collaborate with them to achieve better outcomes.

We're Smart

We're excited by challenges and are proactive problem solvers. We're constantly investing in and developing flexible solutions for our customers and like to be a step ahead.

We're brave, united, smart, people people.

aspeq
beyond
question