

POSITION DESCRIPTION

POSITION TITLE	Assessment Coordinator
LOCATION	Petone
DEPARTMENT	Assessment Services
REPORTING TO	Head of Assessment Services
PROFESSIONAL LEVEL	Emerging
BAND LEVEL	E
NATURE	<p>A privately owned NZ company, Aspeq delivers over 130,000 exams each year in 25 countries and employs 55 permanent and 200+ part time people in NZ, and Australia, Aspeq delivers exams through a network of centres across Australasia and operates two customer service help centres in Petone, NZ and Canberra, Australia.</p> <p>The role will be required to work Monday to Friday, but they must take a flexible approach to working hours in line with the global nature of Aspeq.</p>
KEY RELATIONSHIPS	<p><u>External</u></p> <ul style="list-style-type: none"> o Stakeholders/Customers/Candidates o Technical Experts – Contractors o Suppliers <p><u>Internal</u></p> <ul style="list-style-type: none"> o All Aspeq Staff
KEY PURPOSE	<ul style="list-style-type: none"> o To provide question bank development. o To ensure examination services meet (and exceed) contractual requirements.

ROLE FACTORS	CRITERIA FOR SUCCESS
<p><u>Education</u> The level of education and/or knowledge compatible with proficiency in tasks outlined in role responsibilities.</p>	<ul style="list-style-type: none"> ○ NZQF Level 5 – Certificate or equivalent tertiary qualification.
<p><u>Experience</u> The level of cumulative general and technical experience required to perform the role competently.</p>	<ul style="list-style-type: none"> ○ 3-4 years' experience in administration and coordination with confidence working in a fast-paced role involving multiple processes, procedures and assignments at once. ○ Experience in data analysis, quality assurance, maintaining complex documentation and procedural compliance. ○ High attention to detail and accuracy.
<p><u>Complexity</u> The predictability of the role, considering complexity of activities faced in the normal course of work.</p>	<ul style="list-style-type: none"> ○ Complying with external guidelines and procedures within predictable question bank management activities. ○ Applying practical skills and knowledge to undertake well-defined activities, while utilising personal judgement to coordinate conflicting demands and optimise efficiency. ○ The ability to prioritize a busy workload without compromising detail.
<p><u>Scope</u> Breadth of control over other staff and resources, and skills required to best utilise these resources.</p>	<ul style="list-style-type: none"> ○ Supporting assessment functions while working within established guidelines and standards. ○ Supporting operations of the Assessment Services by providing inputs to higher-level positions outputs in alignment with role responsibilities. ○ Liaising with various internal and external stakeholders to acquire information and provide support where applicable.
<p><u>Problem Solving</u> The level of judgements required, alongside the availability of guidelines/procedures and the degree of analysis and innovation to arrive at a solution.</p>	<ul style="list-style-type: none"> ○ Effective use of background knowledge to manage and develop question banks to provide solutions within a small timeframe. ○ Utilising knowledge, reference to precedents and interpretation detailed instruction to identify and resolve routine problems. ○ Adapting known approaches and innovation to resolve unique problems.
<p><u>Freedom to Act</u> The degree of independence exercised within the role</p>	<ul style="list-style-type: none"> ○ Managing personal daily workload, including independent execution of well-defined tasks within established frameworks and completion targets. ○ Subject to progress reviews and quality assurance via review of question banks, with guidance readily available if asked for.
<p><u>Impact of Decisions</u> The extent to which decisions made by the role holder impact the physical, financial and human resources of Aspeq</p>	<ul style="list-style-type: none"> ○ Decision-making impacts the time and performance of a small team with authority to allocate tasks to team members and make basic resource utilization decisions. ○ Decision-making impacts Aspeq's service delivery and resource utilisation direct impact at an operational level within defined parameters. ○ Decisions primarily affect single division activities without broader organizational impact.
<p><u>Interpersonal skills</u> The nature and degree of interaction at various levels the role requires to complete tasks.</p>	<ul style="list-style-type: none"> ○ Excellent written and verbal communication when interacting with key relationships. ○ Utilising courtesy, tact, and diplomacy to engage with, listen, and relate to stakeholder perspectives.

ROLE FACTORS	CRITERIA FOR SUCCESS
	<ul style="list-style-type: none"> ○ Key interactions are not supervisory, rather pertaining to the on-going basis of work, i.e. seeking information and answering questions.
<p style="text-align: center;"><u>Authorities</u> The level of formal financial, staffing and contractual authority allowed and exercised within the role.</p>	<ul style="list-style-type: none"> ○ Signing authority for standard external communication and service-related documentation. ○ Routine expenditure within another person's budgets and spending with defined limits as set by the delegation of authority. ○ Discretion to incur expenses such as travel expenses or purchasing stationery within defined limits.
<p style="text-align: center;"><u>People Management</u> The responsibility for supervision and management of Aspeq's' human resources.</p>	<ul style="list-style-type: none"> ○ The ability to coach and mentor other team members regardless of reporting lines. This role is not responsible for performance reviews or other supervisory responsibilities than listed above and works in a mentorship/knowledge sharing basis rather than a supervisory one.
<p style="text-align: center;"><u>Administration</u> Legislative matters, right to work and additional administrative matters.</p>	<ul style="list-style-type: none"> ○ Must be eligible to work in New Zealand. ○ Must agree to a Ministry of Justice background check, New Zealand Transport agency traffic infringement check, and UK Security check and the possibility of a credit check. ○ Full (unrestricted) drivers' licence.

ROLE RESPONSIBILITIES	REQUIRED ACTIONS / OUTCOMES
<p style="text-align: center;"><u>Question Bank Coordination</u></p>	<ul style="list-style-type: none"> ○ Develop and manage question banks for the delivery of exams and resources. ○ Support internal customers to ensure adherence to contractual requirements, including financial and budget expectations. ○ Liaise with stakeholders and provide updates on developments, projects, and contractual requirements. ○ Manage own work processes on internal and external systems. ○ Facilitate the review process for exam candidates as per sponsor's requirement. ○ Proactively investigate issues, queries, complaints, and processes to identify underlying causes and impacts and recommend and implement appropriate solutions. ○ Regular monitoring and analysis of exam data, ensuring reports on the integrity and functionality of data are actioned. ○ Security, quality assurance and quality control protocols are implemented to assist with ISO accreditation certification. ○ Attend industry meetings and provide presentations and guidance to industry or interested parties and potential new customers.
<p style="text-align: center;"><u>Exam Management</u></p>	<ul style="list-style-type: none"> ○ Analysis of question bank coverage against the appropriate standard and requirements of the Customer Authority. ○ Ensure questions are always aligned and updated to the appropriate version of the standard, rules, or other appropriate documentation. ○ Participation in projects for the development of new question banks.

ROLE RESPONSIBILITIES	REQUIRED ACTIONS / OUTCOMES
	<ul style="list-style-type: none"> o Development and coordination of exam support material related to question banks. o Maintaining exam management records to ensure valid and relevant examinations and exam support material are always delivered. o Ensuring the security of exam material by limiting access to authorised personnel only. o Identify flaws or risks that could potentially jeopardise the integrity or security of information. o Following all documented processes and keeping records always updated.
<u>Contractor Management</u>	<ul style="list-style-type: none"> o Recruiting, initial training and management of technical experts, ensuring they are qualified, current and recognised by the industry. o Manage and oversee work tasks for contractors to ensure completion within expected timeframes. o Maintain relevant documentation to ensure legal and regulatory compliance. o Provide ongoing training via workshops, conferences, moderation meetings and recertifications as required by the industry. o Ensure contractors have access to current resources. o Keep all payment always records up to date
<u>Customer Management</u>	<ul style="list-style-type: none"> o Listens to customers and considers solutions to meet their needs and is an internal advocate for the customer. o Maintains functional and effective BAU customer relations. o Identifies and recommends new ways to develop, enhance and deliver excellence to all customers. o Provide advice to new customers to assist with their development of exam standards and syllabus, examination blueprints and resources, and documentation.
<u>Team Dynamics</u>	<ul style="list-style-type: none"> o Provide feedback and support to managers on organisational and administrative systems, processes, and procedures. o Have a general understanding of other coordinators' question banks. o Cover other coordinator roles within the team as required. o Contribute to team knowledge and skill development by working positively alongside other team members. o Contribute to the development of administrative and support documentation.
<u>Live our Values</u>	<ul style="list-style-type: none"> o Know and Demonstrate Aspeq's values.
<u>Other</u>	<ul style="list-style-type: none"> o 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 across the world