

Compliance Administration Officer Functional Statement



This form comes from the following departmental process: HUM-FC Functional Statements

Position Title:	Compliance Administration Officer
Business Unit:	Compliance
Location:	Darwin GTNT
Classification:	Level 3 \$55,825 - \$63,945 pa
Status:	Full time (38 hours per week)
Probation period:	3 months (if applicable)
Responsible to:	Human Resources and Compliance Manager
Preparation Date:	August 2025

This role will be expected to support the Compliance/HR Department in achieving the organisational goals for corporate services delivery, assisting in both HR and IT related matters. This role will allow for the individual to develop their knowledge and skills in IT, quality and HR. This position will also provide support in reception and Pearson responsibilities.

This position is responsible for:

The Compliance Administration Officer will be responsible for the administration of the QMS, IT Support including physical asset deployments/management (including fleet) and liaising with our IT service providers and property management. The position also is responsible for providing administrative assistance to the business unit. This highly detailed role works with the Human Resources and Compliance manager to ensure that legislative and best practice standards for the company are maintained and adhered to by all staff.

Statement of specific accountabilities

Quality

- Administration of the quality management system (QMS).
- Assist with preparing, updating, and maintaining policies, procedures, and related documents.
- Help communicate updates to staff under the direction of management.
- Assist with maintaining and updating information in Paradigm.
- Check documents for consistency with quality and style guidelines.
- Provide general quality system administrative support to other departments as needed.
- Assist staff with QMS queries and training support.
- Deliver quality and IT induction for new starters.

IT Support

- Work with the Managed Service Provider (MSP) to coordinate IT equipment setup for new starters and offboarding for departing employees.
- Conduct IT inductions for new starters and assist with exit processes for staff leaving the organisation.
- Manage company printer assets, including setting up staff scan-to-email functions and assisting with general MFD (Multi-Function Device) operations.
- Log printer and equipment issues with Ricoh and follow up as required.
- Assist the MSP with user onboarding and general IT administration tasks.
- Discuss any on-site IT requirements with the Compliance Manager to determine whether in-house support or a subcontractor should be engaged.

Participate in Internal Process Audits

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- Assist the HR and Compliance Manager with the coordination and administration of internal process audits.
- Support the review of departmental processes to help identify potential areas for improvement.
- Gather information and liaise with teams to help document process gaps and improvement opportunities.
- Assist with updating and maintaining process documentation under the direction of the HR and Compliance Manager.
- Help administer and follow up internal audit actions in line with the Internal Process Audit Procedure and Schedule.

Asset Management

- Obtain quotes and oversee procurement of IT and other office assets.
- Repairs and maintenance of assets including claiming warranty.
- Issue, monitor and record asset allocations.
- Administer the organisations fleet operations, including but not limited to vehicle inspections, allocations, returns, repairs and movements. Additionally, communicate infringement notices and actions outlined by monthly reports to staff, escalating to the Human Resources and Compliance Manager if required.

Pearson Test Administration Support

- Hold and maintain current Pearson Test Administrator (TA) certification to conduct and support test sessions.
- Assist with preparing test rooms, verifying candidate identification, and ensuring compliance with Pearson testing procedures.
- Support the scheduling and rostering of Pearson sessions as required.
- Manage and follow up any escalated issues or irregularities in testing sessions, escalating matters where appropriate.
- Monitor and ensure that all Pearson TA certifications remain current and compliant with Pearson requirements.

Other General GTNT Group position accountabilities

Policies and Procedures

- Assist in the preparation, review and implementation of departmental related policies and procedures for inclusion in the QMS.
- Assist with ensuring all section staff are aware/trained in and comply with company policies and procedures.

Workplace Health and Safety

- Ensure a safe work environment.
- Follow all WHS policies and procedures.
- Report all hazards and accidents to their supervisor/manager.
- Take all reasonable and practicable steps to ensure your own health & safety and that of any other persons who may be affected by your actions.

Customer Service

- Exercise a high level of interpersonal/customer service skills in dealing with all prospective and existing clients.
- Provide quality advice and service provision to all clients and staff.
- Provide timely and accurate advice and information in a professional manner.
- Ensure that all communications (telephone, e-mail, fax) are promptly responded to.
- Promote and market the GTNT Group products and quality service schemes.
- Deal with client relations, inquiries, and all associated paperwork.

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General Administration

- Prepare reports and other documentation as required.
- Assist as required with Reception and Pearson activities as a part of the Compliance team.

Team

- Establish effective workplace relationships with groups and individuals.
- Participate in business planning activities as required.
- Participate in company and divisional meetings, and training activities.

Additional Information

The incumbent must adhere to all current relevant codes of conduct and legislation requirements including:

- GTNT Group policies/procedures and protocols located in the Quality Manual System.
- Privacy Act.
- Equal Employment Opportunity Act
- Work Health and Safety Act.
- Government/Industry Code of Conduct.
- Northern Territory Employment and Training Act.
- Australia Fair Pay Condition Standards.
- Anti-Discrimination Act.

The incumbent can be expected to be allocated duties not specifically outlined within their position description, however within the capacity, qualifications and experience normally expected from a person occupying this position.

Must demonstrate company values: Collaboration, Innovation, Integrity, Safety and Respect.

Selection criteria

- Completion of Certificate III Business or equivalent and/or demonstrated equivalent experience.
- Demonstrated ability to perform administrative and organisational duties to a high level of competence, with a high level of attention to detail and maintaining confidentiality.
- Demonstrated ability to take initiative, maintain self-motivation and discipline to achieve outcomes within identified and agreed timeframes.
- Excellent interpersonal and communication skills which promote effective and tactful interaction with all internal and external clients.
- Demonstrated ability to work efficiently as a member of a small team and independently in a task focused area.
- Excellent demonstrated experience in use of computer applications, including Microsoft Word, Excel, Publisher and PowerPoint and database management systems.

Training and Professional Development

Position Training Requirements

- Completion of Certificate III in Business or equivalent and/or demonstrated equivalent experience.
- Paradigm Training
- 3CX Training
- Ricoh Training

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Positional training requirements is subject to budget constraints and group enrolment availability. Positional training requirements is not classified as mandatory.

Additional Company Training Requirements

- Cross Cultural Awareness Training
- WHS Awareness Training
- GTNT ITC Security for Privileged Users Induction Course

Remuneration Package

Annual leave:	5 weeks
Sick leave:	2 weeks
Superannuation:	In line with the Super Guarantee Charge
Additional Benefits:	Health and Well-being Package

All other conditions are in accordance with the current GTNT Group Enterprise Agreement and company policy.

The position will be expected to undertake other duties within the department to ensure coverage during staff absences.

I, _____ confirm I have read and understood my functional statement. I have a complete understanding of my role and responsibilities as outlined in this document. I acknowledge I may be required to undertake additional tasks outside of my functional statement that are reasonable and as directed by my manager.

Signature: _____

Date: _____

This form also relates to the following other forms: Nil