

## Certification Coordinator - AFS

|               |                                    |                |      |
|---------------|------------------------------------|----------------|------|
| Reports to    | Manager - Certification Body       | Direct Reports | None |
| Business unit | RSPCA Approved Farming Scheme      |                |      |
| Award         | Clerks - Private Sector Award 2020 |                |      |
| Status        | Full time                          |                |      |
| Location      | Deakin, ACT Office                 |                |      |

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| <b>Role Purpose</b>   |
| <p>The Certification Coordinator will perform Certification activities of RSPCA Approved Farming Scheme (AFS) Programs.</p> <p>The role contributes to the successful operation of the AFS, including continuous improvement of the Scheme's service delivery and quality processes.</p>  |
| <b>Key Responsibilities</b>   |
| <p><b>Key responsibilities of a Certification Coordinator include:</b></p> <ul style="list-style-type: none"> <li>• Plan and organise assessments ensuring that:             <ul style="list-style-type: none"> <li>○ All documentation is received and reviewed before assessments are scheduled</li> <li>○ All participants are provided with the assessment schedule and details of the scope of each assessment.</li> </ul> </li> <li>• Review assessment reports and create corresponding Evaluation reports.</li> <li>• Circulate reports to Program participants.</li> <li>• Manage the Producer responses to assessment findings ensuring that: corrections, corrective actions and timeframes for nonconformances are agreed upon and their completion monitored.</li> <li>• Make certification recommendations in line with Scheme guidelines, procedures and policies.</li> <li>• Liaise with internal and external participants in RSPCA AFS Programs.</li> <li>• As required, contribute to the ongoing review of the RSPCA AFS Standards and the development of assessment and certification review processes and policies.</li> <li>• As required, assist in developing, maintaining and updating the Scheme's certification documentation, policies and procedures.</li> <li>• Contribute to the ongoing management of the relationship between the AFS and participants and those applying to join AFS Programs.</li> <li>• Identify and contribute to the development of improvements in the assessment and certification processes.</li> <li>• Produce high quality and accurate written documents and reports within specified timeframes.</li> <li>• Undertake additional duties to meet operational requirements as requested by the Manager - Certification Body.</li> </ul> |
| <b>Key Stakeholders</b>   |
| <p>Internal - Manager - RSPCA Approved, AFS Assessors, Certification Coordinators, AFS marketing, Science team</p> <p>External - Participants and applicants of AFS Programs.</p>   |
| <b>Expectations</b>   |
| <p>It is expected that all RSPCA Australia employees will:</p> <ul style="list-style-type: none"> <li>• Contribute to a positive workplace culture by embracing and aligning conduct with RSPCA Australia's Values and Behavioural statements.</li> <li>• Have a sincere commitment to animal welfare.</li> <li>• Understand and work in accordance with RSPCA Australia's Policies and Procedures.</li> </ul>  |

In accordance with RSPCA Australia's WHS Policy

While at work, as a Worker, you must:

- take reasonable care for your own health and safety;
- take reasonable care that your actions or inactions does not adversely affect the health and safety of others;
- report any work health and safety concerns in accordance with clause 8.1 of the WHS Policy; and
- comply with any reasonable instruction that is given by an Officer or manager of RSPCA Australia to allow RSPCA Australia to comply with the WHS Act, including by complying with this Policy.

Workers are encouraged to:

- ask questions;
- raise work health and safety concerns;
- make work health and safety recommendations;
- give regular input and feedback to the WHS Committee or the Officers;
- become involved in evaluation of safety issues by discussing any concerns openly with RSPCA Australia, the Officers, and any WHS Committee; and
- be a part of the problem solving process

### Selection Criteria

- An interest in farming and farm animal welfare and/or experience working within a compliance or audit/ assurance field
- Experience working in an administrative role and/ or other experience of planning and prioritising workloads to meet fixed deadlines.
- Experienced and proficient user of Microsoft Excel and/or with databases
- Experience in report and/or effective writing for business communication, policy or procedures.
- An effective, reliable and respected team member that delivers work of a high standard and supports colleagues to deliver the same.

### Skills, Experience & Knowledge

- An interest in farming and farm animal welfare
- Excellent organisational skills, attention to detail
- Excellent verbal and written communication skills
- Excellent administrative and IT skills (Excel and database management skills are highly desirable)
- The ability to plan and prioritise a varied workload and meet fixed deadlines
- The ability to use Microsoft Office applications (Word, Excel and Outlook) effectively as communication and work management tools
- The ability to respect and maintain confidentiality
- Experience working within a compliance or audit/ assurance field would be desirable

### Requirements

- Current driver's license
- The ability to travel intra and interstate by air or car and be away from home for up to five consecutive nights when required (typically for training)
- Occasional work outside of normal business hours.