



POSITION DESCRIPTION

Position Title:	Team Leader, Certification Testing
Level:	NAATI Band 4
Work Unit:	Operations
Location:	Melbourne
Reporting to:	Senior Operations Manager
Classification:	Permanent full time (1 FTE)

The Organisation:

NAATI is the registered business name of the National Accreditation Authority for Translators and Interpreters Ltd (ABN 42 008 596 996). Further details on the organisation and its business operations are available on the NAATI website at www.naati.com.au.

NAATI Values

NAATI's vision is for a connected community without language barriers, and our purpose is to credential practitioners who wish to work as translators and interpreters in Australia. We take our responsibilities seriously, and in doing so maximise people's ability to fully engage and participate in Australian society.

We are a values-based organisation. **Respect, Integrity, and Professionalism** not only define who we are, it underpins everything we do.

Respect – We treat everyone with dignity and respect

Integrity – We are honest and trustworthy and lead by example

Professionalism – We strive for excellence in everything we do

Primary Outcomes for the Position:

The Team Leader – Certification Testing leads NAATI's direct customer service engagement with aspiring or practising Certified Practitioners in addition to ensuring Certification Testing is delivered in accordance with NAATI's processes and policies. Through the team, the role oversees certification testing in Victoria and South Australia, collaborates with Endorsed Qualification providers to deliver information sessions supporting future candidates, and provides Certification customer support.

Key responsibilities and duties:

Team Management

- Ensure team members are adequately trained, with regular performance management and feedback.
- Ensure casuals are trained and rostering is consistent with the deliverables required of the team.
- Provide support and guidance to achieve defined team results.
- Ensure Certification Testing is delivered in accordance with NAATI's processes and policies.
- Work collaboratively with the Senior Operations Manager (South) to improve performance and ensure succession planning and mitigation of key personnel risks.

Through the management of the Certification Testing, South Team:

- Facilitate high-quality Certification Tests to ensure a seamless experience for candidates.
- Ensure Certification Tests are delivered in accordance with NAATI procedures and policies.
- Coordinate VIC and SA testing days, including setup and equipment provision, in collaboration with the team.
- Effective communication with candidates, including handling complaints and conflict resolution.
- Ensuring Service Level agreements for candidate communication are met.
- Collaborate with EQs to ensure students are supported in their journey to obtain NAATI Certification. Deliver information sessions to students and candidates as required.
- Monitor and manage the performance of the South Team, conduct regular performance management and provide feedback as needed.
- Monitor and coordinate role players and testing invigilators, providing guidance and support when needed.
- Develop supporting documentation, policies and procedures for implementation of testing.
- Proactively work with the Senior Operations Manager, candidates, casuals, and regional offices to maximise candidate test availability and utilisation.
- Participate in business process improvement activities.
- Other functions and tasks as required to support the success of NAATI.

Recruitment and training

- Attract and train Role-players and Test Invigilators to fill open positions and meet NAATI testing requirements.
- Sourcing passive applicants using a multi-channel approach to recruit.
- Shortlisting and interviewing applicants to evaluate if they meet the position requirements.
- Training successful applicants.

Customer Service

- Ensure timely and professional responses to certification enquiries.
- Data entry for all relevant customer interactions.
- Effective communication with candidates, including advice, complaint handling, and conflict resolution.
- Ensure NAATI Service Level Agreements with candidates are met or exceeded.

Selection Criteria

Essential:

- Extensive experience in stakeholder engagement and customer service, including negotiation, consultation, relationship management, complaints handling, and conflict resolution.
- Well-developed communication, administration, and organisational skills.
- A high level of attention to detail and accuracy.
- Proven ability to lead a team to achieve results in a high-stakes environment.

Desirable:

- Post-secondary qualifications and/or experience in a relevant area
- Knowledge of NAATI business context and objectives.
- Experience working with culturally and linguistically diverse individuals and groups.

Employment Conditions:

- Employment conditions are set out in the NAATI Enterprise Agreement

Approved by: Chief Operating Officer February 2025