

# Position Description

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<b>Job title:</b>	Senior Compliance Training Officer
<b>Department:</b>	Licensing Framework Compliance
<b>Work type:</b>	Full time
<b>Reports To:</b>	Manager, Licensing Framework Compliance
<b>Position Contact:</b>	Steph Viljoen

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## About the organisation

.au Domain Administration Limited (auDA) is Australia's country code Top Level Domain (ccTLD) administrator and self-regulatory policy body, which oversees the operation and management framework of the .au domain of the Internet.

auDA is a community-based not-for-profit public company limited by guarantee. It is endorsed by the Australian Government and has an agreement with the global Internet Corporation for Assigned Names and Numbers (ICANN) to manage the .au ccTLD. Its job is to provide a safe, secure and reliable namespace for more than 20 million Australian Internet users.

## Role Purpose

The Senior Compliance Training Officer is part of a team that collectively operates a compliance program that ensures that all registrants are complying with the licencing rules, and that registrars are complying with the registrar rules and the terms of the registrar agreement. The compliance program helps build trust in the .au domain so that the public can be confident that all registrants are eligible for a .au domain name and can be held accountable for their use of the domain name. The approach to achieving compliance consists of three steps: communicate and educate, guide and facilitate, and enforcement.

The Senior Compliance Training Officer will develop and produce training materials and manage training sessions on the .au licensing rules, registrar rules, .au namespace implementation rules, and complaints handling processes. The recipients of training will include auDA Board, staff, registry, registrars, resellers, associate members, members, advisory committees, industry and community groups, law enforcement bodies, and other Government bodies. Training materials will be suitable for delivery via face-to-face sessions, interactive webinars, and learning management systems (LMS).

The role will also actively contribute to the ongoing development of an organisational culture that embodies auDA's values and promotes a positive and safe environment for staff.



# Key Accountabilities

## Communicate and Educate

- Plan, develop and produce a training program to cover the licensing rules, registrar rules, registrar agreement .au namespace implementation rules, and complaints handling processes.
- Align the training program to auDA's strategic objectives around topics such as increasing the integrity of the .au namespace, improving security, and reducing DNS Abuse.
- The training materials need to be suitable for a range of audiences including the auDA Board, staff, registry, registrars, resellers, associate members, members, advisory committees, law enforcement bodies, and other Government bodies.
- Manage the scheduling of training sessions and oversee arrangements for booking physical facilities in multiple locations and online as required.
- Manage the process of inviting participants to training sessions and reporting on attendance and satisfaction from the training.
- As questions emerge from training sessions, continuously update the training materials to improve clarity, and develop and manage knowledge articles for the staff CRM.

## Guide and Facilitate

- Liaise with other members of the Licensing Framework Compliance team to identify training needs of registrars, resellers, and law enforcement agencies.
- Liaise with the CSEP – Communications, Stakeholder Engagement and Policy team – in the development of blogs and news articles to help educate the community on issues as they arise.

## Enforce the rules

- Work with the Compliance team to identify common compliance issues and develop training content to help improve compliance by registrars and resellers.

## Quality control

- Survey training participants and identify areas for improving the quality of the training, or areas where further training is required.

## Data-driven decision making

- Provide reporting on attendance at training sessions and usage of the learning management system.
- Regularly review and improve content that is most frequently accessed, or where compliance issues are frequently encountered.
- Seek to measure improvements in the number of compliance issues as a result of training.



## Risk Management

- Manage a peer review process within auDA to ensure training materials are accurate, current, and understandable.

## Key selection criteria

### Qualifications

- Tertiary qualifications in fields such as Education or Information Technology.
- Additionally post-graduate qualifications in areas such as project management, training, and staff development would be highly desirable.

### Experience

- 10+ years of experience managing training programs and developing and delivering training materials.
- Experience working in the Internet Software and Services eco-system - e.g. domain names, DNS hosting, web hosting, web design, email systems, SaaS applications and cloud computing.

### Communication Skills

- Excellent written and verbal communication skills, and the ability to interact with a broad range of internal and external stakeholders
- Demonstrated ability to make sense of diverse sources of information.

### Software skills

- Highly developed skills in Learning Management System (LMS) administration and content creation, with Salesforce experience preferred.
- Highly developed skills in creating and presenting materials using tools such as PowerPoint.
- Experience with Event management software such as Eventbrite.
- Experience with CRM and Email marketing solutions such as Salesforce and Pardot.

### General skills

- Strong organisational and time management skills.
- Ability to manage and motivate self, work with minimal direction and to exercise initiative and discretionary judgement.
- Ability to build productive working relationships and well-developed interpersonal skills.
- Flexible and adaptable: readily adapts to changing circumstances; is open to new ideas, approaches and viewpoints; embraces ambiguity and sees it as an opportunity to provide clarity; and accepts changed priorities without undue discomfort.
- High attention to detail and accuracy.
- Ability to remain objective, consistent and impartial at all times.
- Resilient.



## Important Information

National Police Check, Right to Work and National Personal Insolvency Information Check will be conducted as part of the selection process.

In the context of OHS policies, procedures, training and instruction, as detailed in Section 25 of the *Occupational Health and Safety Act 2004 (Victoria)*, employees are responsible for ensuring they:

- Follow reasonable instruction
- Cooperate with their employer
- At all times, take reasonable care for the safety of others in the workplace.

### **Supporting our employees balance their work and life commitments**

All roles at auDA can be worked flexibly, this underpins a diverse, adaptive and high-performing workforce. The nature and scope of flexible options available will depend on the nature of the position. Applicants are encouraged to discuss flexible arrangements with the hiring manager during the recruitment process.

### **Last Updated**

23 August 2021