



POSITION DESCRIPTION

Position Title:	Development & Research Support Officer
Level:	NAATI Band 3
Work Unit:	Certification Policy & Development
Reporting to:	Team Leader - Development & Research
Classification:	Permanent, Full Time
Location:	Melbourne

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 Development & Research Support Officer is responsible for assisting the Team Leader - Development & Research as well as the broader Certification Policy and Development team in defining and implementing improvements to NAATI's Certification System through data analysis, research and monitoring.

The position has a key role in supporting the implementation of NAATI's Performance Evaluation Framework for Certification examiners and the maintenance of the Certification System.

Key Responsibilities and duties:

In consultation and collaboration with the Team Leader - Development & Research and the Manager, Certification Policy & Development or the relevant work area Team Leader or Manager:

1. Support the improvement of NAATI's testing, assessment, and standards.
2. Support the design and quality assurance of NAATI's test formats.
3. Support the validity and reliability of NAATI testing and assessment processes.

Specific Duties:

1. Support the collection, analysis and summarising of the available data using a variety of tools (including, PowerBi, LMS, Excel) and statistical models (Percentage agreement, Kappa statistics and Multifaceted Rasch model) to inform and support the monitoring of Certification examiners' performance.
2. Support the monitoring and evaluation processes of examiner marking performance including feedback reports issuing.
3. Support the delivery of examiner marking training, performance follow-up calls and benchmarking sessions.
4. Assist with the implementation of improvements to examiner training and development (including training modules and examiner performance evaluation).
5. Support the development of processes, policies and guidelines to support improvements to NAATI's certification testing system.
6. Other tasks as required by the Team Leader - Development & Research and/or Manager, Certification Policy & Development.

Selection Criteria

Essential:

1. Excellent planning, administrative and organisational skills and the ability to respond to queries and complete tasks in a timely manner.
2. High-level oral and written communication skills.
3. Proven ability to research, analyse and synthesise quantitative and qualitative data and prepare accurate and timely reports.
4. Understanding of a range of statistical techniques and experience in conducting multivariate statistical analyses.
5. Well-developed skills with Microsoft Office and the ability to work with databases and data analysis tools.
6. Proven ability to work independently with minimal supervision and within a team environment.

Desirable:

1. Tertiary qualifications or equivalent experience in a relevant area (Language, linguistics, translating, interpreting or testing/assessment and evaluation).
2. Knowledge of NAATI business context and objectives.
3. Experience working with individuals and groups representing diverse cultural and linguistic backgrounds.

Employment Conditions:

- Employment conditions are set out in the NAATI Enterprise Agreement

Approved by: Chief Executive Officer February 2025

Updated and reviewed February 2025/June 2026