

# Job Description

## Compliance & Records Administrator

**Location:** Office based at McNee Road, Prestwick, Glasgow Prestwick Airport, KA9 2PH. Occasionally tasks may require attendance at Ayrshire College Ayr campus

**Reports to:** Training Manager

### Role

To provide high-quality efficient and effective administrative support and records administration in a UKCAA (Civil Aviation Authority) Part 147 Approved Aircraft Maintenance Training organisation.

This role includes :

- Meticulous record keeping of staff and student records from enquiry to qualification and the secure administration of training notes and examinations.
- Supporting the development, implementation, and maintenance of effective administration procedures and systems
- Regulatory Compliance: Support the organisation's UKCAA approved Form 4 holders to maintain change records of the Maintenance Training Organisation Exposition (MTOE) and ensure all administrative processes remain "audit-ready" for internal use and for internal and external audits.
- Student & Apprentice Records: Maintain a database of student information, including attendance logs, training records and examination history ensuring data is retained for the mandatory regulatory period.
- Certification: Coordinate the issuance of Certificates of Recognition (CofR) for successful module completions, ensuring 100% accuracy in student data and module details.
- Reporting: Compiling weekly, monthly and quarterly management reports
- Staff Records: Support the Training Manager to maintain mandatory competency and training documentation for all staff ensuring qualifications, authorisations, and "recency" of experience are documented.
- Supporting staff and students who are located in a classroom and hangar environment.
- Administrative activity to support daily operations.

### **Essential Skills:**

- Excellent communication and interpersonal skills, both oral and written, are required to achieve effective working relationships with regulatory bodies, staff, students, customers, stakeholders and external contacts.
- Competent and confident in the use of the Microsoft 365 suite – including Excel, Word, PowerPoint, Outlook, Teams, SharePoint
- Exceptional attention to detail, specifically in document control and data entry.
- A disciplined approach to handling confidential examination materials and sensitive personal data (GDPR).
- Professionalism in communicating with customers, suppliers, regulatory bodies, stakeholders

### **Desirable Experience:**

- Previous experience in an aerospace compliance support role environment.
- Demonstrable evidence of delivering high quality work on time and to tight timescales.
- Experience of providing administrative support within a compliance focused environment.

## **DUTIES & RESPONSIBILITIES - OVERVIEW**

- Provide high-quality record keeping and administrative assistance to the Training Manager and Management Team, including diary management and reporting
- Provide a first point of contact service for all enquiries by phone, in person and through website enquiries
- Support the Management Team to schedule and support meetings with internal and external stakeholders. Highlighting and monitoring follow-up actions
- Develop and maintain effective administration procedures to underpin efficient performance.
- Support the maintenance of databases and record systems to produce reports and statistical information.
- Support the implementation of policies, procedures and regulations specific reference to quality enhancement, health and safety, management of risk, equality and diversity and staff performance
- Ensuring adherence to stringent compliance requirements per Civil Aviation Authority regulations.
- Any other duties as required by the SAI Management Team.

## **KNOWLEDGE, SKILLS & EXPERIENCE**

### **Education**

- Educated to SVQ 3 or equivalent qualification or experience.
- Evidence of continuous professional development.

### **Skills and Competencies**

- Excellent administration skills and the ability to produce high quality work.
- Exceptional attention to detail, specifically in document control and record management.
- The ability to plan and prioritise a range of work activities, involving personal and confidential information, meet deadlines and work to tight timescales.
- Ability to analyse and present data and information in final format with minimal supervision.
- Self starter - ability to work with minimal supervision.
- Adaptable and flexible and able to respond to unexpected enquiries appropriately or to refer to other staff as required.
- Maintain confidentiality at all times and support the management of sensitive issues appropriately.

## **MAIN JOB CHALLENGES**

- Ensuring adherence to stringent compliance requirements per Civil Aviation Authority regulations.