

COPYRIGHTAGENCY

RESEARCH, AUDIT, PROTOCOLS & TRAINING OFFICER

- Support the Australian creative industry
- Sydney, CBD
- Full-time, permanent position

About the role

Our Research, Audit, Protocols and Training Officer (RAP&TO) is a crucial role that provides support to the Data, Rights and Allocations team. The role is required to undertake data research and audits, as well as produce and maintain documentation around our processes and procedures. This includes creation of materials and resources used by the RAP&TO to train staff on new or updated policies and processes.

Duties

Your typical tasks and duties will include:

- Processing usage data to agreed timelines and quality benchmarks;
- Preparing, maintaining and publishing team procedures and training resources;
- Preparing and updating the Data Processing Protocols in collaboration with our statutory licensees;
- Delivering individual and group training to the team as required;
- Driving internal audit capability;
- Identifying areas for improvement;
- Maintaining and utilising team metrics to support enhanced performance; and
- Providing high-level administrative support to the team such as coordinating tasks.

About you

The ideal candidate for this role will have the following skills and experience:

- The ability to understand complex business processes and survey data;
- Strong verbal and written communication skills with the ability to translate complex information to non-technical audiences;
- Demonstrated experience in delivering high quality training and facilitation to individuals and groups;
- Demonstrated research skills using a variety of tools;
- Experience in delivering consistent and accurate data entry with great attention to detail;
- Experience and commitment to delivering strong customer service;
- Ability to work collaboratively and independently;
- An innovative approach with the ability to deliver change and improvement;
- A positive attitude and willingness to take ownership of their work; and
- Experience in technical writing (desirable).

About us

The Copyright Agency is an Australian not-for-profit organisation that represents over 40,000 members across the publishing, media, visual arts, education and surveying sectors. We license copyright material so organisations can legally reuse content created by others, and be confident that creators are being compensated fairly for their work. We also manage the Resale Royalty Scheme for artists. The Copyright Agency's Cultural Fund provides grants to organisations and individuals to help enrich Australia's cultural life. For further information, visit our website: www.copyright.com.au.

How to apply

Please submit your application using our online recruitment system at <https://copyright.elmotalent.com.au/careers/copyright/jobs>.

You will be required to provide your resume and a covering letter that addresses the criteria in the 'About you' section. Applications that fail to address the criteria in a covering letter will not be accepted.

Applications close Friday, 1 March 2019.

All applications will be treated with the strictest of confidence.

Copyright Agency encourages applications from Aboriginal and Torres Strait Islander people.

To be eligible to apply you must have an appropriate Australian or New Zealand work visa.

Only successful applicants will be contacted.