

Position Description

Position number:	PN255	Last reviewed:	July 2025
Designation:	Verification Services Administrator		
Classification:	Fixed-term 12 month contract	Salary band:	Band 3
Business area:	Assessment Section		
Reports to:	Manager, Verification Services		
Key stakeholders:	Head, Assessment Services Chief Operating Officer Medical Board of Australia (MBA) Australian Health Practitioner Regulation Agency (Ahpra) Educational Commission for Foreign Medical Graduates (ECFMG), a member of Intealth Australasian / Australian Specialist Medical Colleges		

Organisational purpose

The AMC's purpose is to ensure that the standards of education, training and assessment of the medical profession promote and protect the health of the Australian community.

AMC values

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| <ul style="list-style-type: none"> • Integrity • Cultural safety and cultural competence | <ul style="list-style-type: none"> • Collaboration • Openness and accountability | <ul style="list-style-type: none"> • Striving for excellence • Innovation |
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AMC commitment to cultural safety, diversity, and inclusion in the workplace

The AMC aims for a diverse workforce to reflect the Australian community we serve. We believe diversity improves ideas and results in better outcomes and our employment policies reflect our commitment to diversity and inclusion.

The AMC is committed to a working environment that is inclusive and culturally safe for all. The AMC works closely with a number of Aboriginal and/or Torres Strait Islander and Māori stakeholders. It is a requirement that staff must ensure a working environment that is inclusive and culturally safe at all times.

All AMC staff are required to participate in ongoing cultural safety training.

To ensure we meet our strategic goal of ensuring culturally safe practice to improve health outcomes, the AMC understands that we require Aboriginal and/or Torres Strait Islander and Māori Peoples in our workforce. ***The AMC encourages applications from Aboriginal and/or Torres Strait Islander and Māori Peoples for all roles advertised.***

Business area purpose

The Assessment Services area:

- As the AMC is the verifications authority of Australia for all International Medical Graduates (IMGs) and assessment of non-specialist IMGs in the standard pathway to registration (if not eligible for competent authority pathway to registration), it is the area's responsibility to facilitate these processes.
- Assists all IMGs/SIMGs from their initial enquiry regarding application processes, verification of medical qualifications through to assessment (MCQ, Clinical/Workplace Based Assessment) (where applicable), and issuance of the AMC Certificate (if eligible) for their eligible assessment pathway(s) to registration with the Medical Board of Australia.
- Is responsible maintaining the AMC's portal used by authorised Medical Board of Australia staff for registration purposes and by authorised Australian specialist college staff for specialist assessment purposes including uploading of the college outcomes.
- Is responsible for the development, coordination and conduct of Verification Services, MCQ and clinical examination delivery and Workplace-based Assessment (WBA).

Position purpose

This position contributes to the successful operation of Verification Services team and works closely with the Manager, Verification Services to enhance processes and ensure the effective support of the operational requirements. This position is to provide high-level administrative support for the work required in Verification Services.

- When completing the position and organisation responsibilities to accept personal responsibility for actions and decisions, collaborate with others to achieve positive outcomes and display both critical thinking and professional behaviour in all activities.
- Works closely with internal and external stakeholders, and therefore, high-level stakeholder engagement, liaison and support are important.
- Actively seek out opportunities to expand work-related knowledge, improve personal technical skill sets and proactively support continuous improvement.

Position key results area (KRAs)

1. Team Management

- Contribute and support the members of the Verification Services team and workloads to ensure high performance and ensure the effective support of the operational requirements.

2. Verification and Portfolio Processing

Review, process, complete and support in the following:

- Portfolio applications, including relevant supporting documentation, all identification images & evidence and updating of contact details changes received, to ensure completeness.
- Ensure accuracy of data according to the requirements of each portfolio application and any uploads from each AMC candidate account.
- Verification requests and queries with ECFMG.
- Verification status updates provided by ECFMG via the ECFMG API and/or ECFMG secure portal.
- Respond to enquiries received from all internal and external stakeholders including candidates.
- Update AMC candidate accounts on assessment outcomes and other matters relating to applicants and their portfolio applications.
- Activities related to AMC certificates processes.
- Process and maintain quality control of confirming AMC issued documents to external stakeholders (ECFMG, GMC, MCI, hospital credentialing sections, recruiters and other external authorities and organisations) request processes and communications:
 - Verification of Medical Qualification certificate (EICS verification - issued prior to June 2016)
 - Performance in the AMC MCQ Examination (MCQ feedback/results)
 - Performance in the AMC Clinical Examination (clinical feedback/results)
 - WBA result letter (issued prior to December 2021)
 - AMC Certificate issued
- Digitisation of IMG application documentation.

3. Stakeholder Engagement

- Establish and maintain effective working relationships with internal and external stakeholders.

4. Incident and risk reporting

- Concerning Verification Services or the broader organisation matters as required.

5. Written and verbal communication

- Provide strong written and verbal communication skills, critical, fast, and confident thinking, and dealing with difficult behaviours. This includes the ability to research, analyse and synthesis complex information with a very strong attention to detail to enable informed decision-making.

6. Process improvement

- Provide input in evaluating and improving Verification Services processes to enhance efficiency and candidate experience.
- Collaborate with ICT, internal AMC teams and related projects to drive innovation and process automation in order to reduce manual tasks to support workloads and team productivity.
- Assist in reviewing of policies and procedures to identify enhancement and ensure compliance with AMC practices and standards.
- Identify risks and assist in developing mitigation strategies for Verification Services processes.
- Assist in implementing administrative and process systems and updating of policies and procedures relevant to the Verification Services team.

7. Project activities

- Work with the Projects Delivery team, ICT and Assessment and Innovation team on internal and external systems developments.

Key selection criteria

Behaviours

- Is honest and open and demonstrates integrity with colleagues and stakeholders.
- Is inclusive, respectful, and supportive, contributing to a culturally safe environment for all staff.
- Is accountable for own work and recognises limits of expertise.
- Provides effective communication and service for internal and external stakeholders.
- Demonstrates commitment to learning, and review and improvement of work practices and to sharing good work practice.
- Supports others in the work team to achieve goals.
- Supports and upholds the AMC's values - Openness and Accountability, Collaboration, Innovation, Striving for Excellence, Integrity, and Cultural Safety.

Skills and experience

- Ability to provide high-level team, contribution, leadership and establish good working relationships with stakeholders.
- Ability to analyse and synthesize complex information.
- Establish work priorities, manage competing priorities and meet deadlines.
- Demonstrated time management and organisational skills.
- Management of work-related databases, and IT package.
- Spoken, written and electronic communication skills for clear and effective interactions with team members, committees, and clients (e.g committee agendas and records of meeting, answering client queries, negotiating processes, report writing and editing).
- Experience of developing, interpreting operating policies and guidelines.
- Knowledge of the Australian health care system.

Additional requirements/qualifications

- Flexibility for interstate travel and extended hours/weekend work.