



Application package

Position title:	Reporting Support Officer x 3
APS Level and salary range:	APS 4
Salary package:	\$73,619 to \$79,399 annual salary package relevant to experience (includes base salary of \$63,795 to \$68,803 plus 15.4% superannuation)
Position offered:	Non-ongoing (4 months - with potential to extend or become an ongoing role. Full-time, flexible working arrangements are available
Location	Level 7, 309 Kent St, Sydney CBD
Closing date:	10am Wednesday 10th May 2023
Contact Officer:	Steven Douek, Reporting and Technology Executive Manager
Contact number:	(02) 9432 7003

This application package includes Information on our Agency, the role, how to prepare your application and the selection process.

About the opportunity

Our Agency is entering its 2023 data collection project, where our team engages with organisations to enable them on delivering their reporting requirements under the *Workplace Gender Equality Act 2012 (Act)*. These roles are key team members for this period providing exceptional customer service for reporting organisations.

About our Agency

The Workplace Gender Equality Agency (WGEA/Agency) is the Australian Government's key agency charged with promoting and improving gender equality in Australian workplaces. We provide advice and assistance to employers and assess and measure workplace gender data.

WGEA is growing, reflecting our ambition to accelerate progress towards gender equality in Australian workplaces that is enabled by the [recent passage of the Workplace Gender Equality Amendment \(Closing the Gender Pay Gap\) Act 2023](#).

We are a small unique agency with a big agenda. At WGEA you will be part of a team of high achievers who are passionate, friendly, and fun. We enable flexible working. We pride ourselves on being a respectful, diverse, and inclusive community. We encourage and welcome applications from people of all genders, Indigenous Australians, people with disability, people from culturally and linguistically diverse backgrounds and mature-age people.

What our Agency looks for

- people who want to deliver change in Australian workplaces (our purpose).
- flexible and adaptable people to meet immediate needs and future challenges.
- team oriented people who have energy and are determined to succeed.
- people who are open, service orientated, accountable, of high integrity, and can operate based on impartial evidence (our Values).

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What we offer

We value each team members contribution and offer:

- a culture that is committed to our purpose and getting results, recognises achievements, and values innovation.
- opportunities for team members to work on agency wide projects and encouraging everyone to be adaptable and collaborative.
- flexible working options that empower you to model a working day and/or environment that brings out the best outcomes from you. Whether that is working from our modern offices in Sydney CBD or from home each team members working day can be different
- attractive salaries and superannuation (15.4%) as well as a range of other benefits.
- a culture and leadership team that believe in diversity and inclusion.

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Further information about our Agency is available at www.wgea.gov.au



Position description

Position numbers:	23873, 23874, 46921
Position title:	Reporting Support Officers x 3
APS Level:	APS 3
Position status:	Non-ongoing role (May to end of August 2023), Full time (flexible working arrangements available)

The team

Our Reporting Support Officers work collaboratively as part of the Frontline Support team to provide first level technical service and advice on how organisations comply with their reporting requirements under the *Workplace Gender Equality Act 2012* (Act). This includes guidance on how to submit reports using our Customer Relationship Management (CRM) system, dealing with enquires, basic system administrative and maintenance tasks associated with the CRM platform and working across multiple communication channels to field and address client cases.

The Research and Technology's team purpose is to provide end to end oversight and management of the data collection, management and analysis activities; engaging organisations through the reporting process, processing the outputs and providing meaningful insights to tell compelling stories.

The role

This position reports to the Reporting and Technology Executive Manager, Manager (under general supervision of the Technology Platform Lead) to provide reporting organisations with exceptional service levels across a multi-channel service operation and builds positive working relationships with both colleagues and external stakeholders using a respectful, proactive, solution-based approach.

The **Reporting Support Officer** is responsible for:

- providing professional multi-channel customer service as they relate to the Agency's reporting functions – by phone, email and live chat.
- interpreting information provided by reporting organisations and communicating with them to provide information and advice relating to applying the reporting requirements of the *Workplace Gender Equality Act 2012*.
- assisting in the maintenance of accurate information in the Agency's CRM system about relevant employers, contacts, organisation and other relevant data.
- assisting the team with the management, coordination, and quality preparation of customer service communications
- contributing to other Agency projects as required.

Capabilities and experience

Key capabilities for success in this role include:

- ability to demonstrate sound judgement based on established procedures and protocols.
- previous experience in providing quality customer services through excellent internal and external customer service skills. This includes keeping clients informed on progress and providing prompt and professional outcomes for clients.
- apply developed written and verbal communication skills which include the demonstrated ability to confidently present messages in a clear, concise manner and to tailor communication style to suit the audience
- previous CRM experience (Salesforce desirable)
- computer literacy including an intermediate level of experience using MS Office software (Word, Excel, Outlook), and familiarity with databases



- sound people skills and the ability to work with and maintain strong relationships with a broad cross-section of stakeholders
- knowledge or ability to rapidly gain knowledge of the relevant reporting requirements for the public sector and compliance reporting programs run by the Agency
- work independently and flexibly, with limited supervision, analysing and using some judgement to select an appropriate course of action in a busy office environment. This includes taking a proactive approach and personal accountability for accurate and timely completion of work
- adopt a principled approach and adhere to the APS Values and Code of Conduct.

How to prepare your application

Eligibility to apply

To be eligible for this position applicants are required to be an Australian citizen and undertake a National Criminal Records Check upon engagement to determine suitability for employment.

Diversity

The Agency values the contributions of people with different backgrounds, experiences and perspectives. You can tell us in your application, or when called in for interview, if you need any adjustments to help you participate equally in the selection process.

Questions about the position

The contact officer is available to answer any questions you have about the position. Their contact details are on page one of this application package.

Lodging your application

Your application should be emailed to recruitment@wgea.gov.au **by 10am Wednesday 10th May 2023**.

Late applications

Late applications will not be accepted unless exceptional circumstances exist.

Preparing your application

You should include the following information in your application:

- **Personal details** including your contact details.
- A **summary** of your work experience (CV/Resume - maximum 5 pages)).
- A **cover letter/statement** outlining how your skills, experience and qualifications will help you to meet the capability requirements of the role. (one page).
- Contact details of **two recent referees** including your current or most recent supervisor (we will seek your permission before we contact your referees)
- Confirmation of your **Australian citizenship**, along your ability **to** successfully clear a National Criminal Records Check upon engagement
- Any further relevant information.
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Selection Panel

A selection panel (usually three people) will be formed to consider all applications and develop a shortlist of applicants for further assessment via a video interview that includes a short practical exercise reflective of the work the Officer will do.

Availability for interview

We make hiring decisions based on your experience, skills and passion, as well as how you can enhance WGEA and our culture. Please note that interviews are conducted virtually. When you apply, please tell us the pronouns you use and any reasonable adjustments you may need during the interview process.

If you are shortlisted for an interview, you can expect at least two days' notice. If you are not short-listed for interview, you will be notified in writing. Interviews are planned to occur **in mid May**, with offers expected to be made **within two** weeks of interview.