



Application package – Reporting Program Officer

Position title:	Reporting Program Officer
APS Level:	APS4
Salary package:	Salary package from \$83,912 to \$91,075 (includes base salary of \$72,714 to \$78,921 plus 15.4% superannuation)
Position offered:	Full-time, ongoing and non-ongoing (6 months with potential for extension) roles <i>Flexible working arrangements available including hybrid working</i>
Office location	Level 7, 309 Kent St, Sydney CBD
Closing date:	24 January at 10am AEST
Contact Officer/s:	Tori Gooding, Gender Equality Programs Executive Manager
Contact number:	(02) 9432 7024

About the opportunity

The position of Reporting Program Officer works collaboratively with organisations to provide support and advice on how to comply with their reporting requirements under the *Workplace Gender Equality Act 2012* (Act). This includes guidance on how to submit reports using our reporting platform and Customer Relationship Management (CRM) system, dealing with complex enquires, resolving data anomaly issues and requires the ability to think laterally whilst working across multiple communication channels.

This role provides reporting organisations with exceptional service levels across a multi-channel support operation and builds positive working relationships with both colleagues and external stakeholders using a respectful, proactive and solution-based approach.

The team

The Gender Equality Programs Team is responsible for delivery of the Agency's reporting programs that require relevant employers to lodge information annually about gender equality indicators set out in the *Workplace Gender Equality Act 2012*. The team provides employer reporting support, helps ensure quality of submissions and is responsible for monitoring compliance. As well as managing legislative reporting, the team is responsible for an employer of choice citation program, the implementation of State and Territory voluntary reporting and the Agency's privacy protection framework.

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, through the provision of advice and assistance to employers and the collection, analysis, measurement and publication of workplace gender data.

. 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 understand what working flexibly means. 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 are committed to supporting and delivering 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).

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.

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

Position description

Position title:	Reporting Program Officer
APS Level:	APS4
Position offered:	Full-time / ongoing and non-ongoing (6 month) opportunities <i>Flexible working arrangements available</i>
Position Number:	Multiple positions
Team:	Gender Equality Programs

The key duties and responsibilities of the position

This position reports to the Gender Equality Reporting Programs Co-ordinator and is accountable for:

- providing exceptional customer support to organisations in aspects of completing and submitting online reporting for the Agency for the private sector reporting, public sector reporting and the Employer of Choice Gender Equality citation.
- support the reporting process by assessing the eligibility of organisations and their reporting requirements, manual structure changes, assist with login issues and manual/offline reports
- proactively maintaining accurate organisation information in our CRM system relating to employers, contacts, reporting hierarchies and other relevant data.
- assisting with the development and update of relevant education resources.
- contributing to other Agency projects as required.

Key to success in this role will be the ability to develop a sound knowledge and understanding of the relevant reporting requirements and provide exceptional service levels across a multi-channel support operation using a respectful, proactive and solution-based approach.

Expected capabilities

We are seeking individuals with the following skills and capabilities:

- able to provide high quality customer service through excellent internal and external customer service skills. This includes developing plans, objectives, clarifying expectations and deadlines; keeping clients informed on progress; providing prompt and professional outcomes for clients.
- previous CRM experience (Salesforce desirable).
- strong 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.
- sound computer literacy including an intermediate level of experience using MS Office software (Word, Excel, PowerPoint, Outlook) and databases.
- demonstrate an understanding or ability to rapidly gain an understanding of the *Workplace Gender Equality Act 2012* and relevant reporting requirements for public sector and compliance reporting.

- demonstrate sound interpersonal skills and the ability to collaborate with and maintain strong relationships with a broad cross-section of stakeholders.
- demonstrate sound organisational, investigative and problem-solving skills.
- 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 responsibility 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

Vacancy eligibility criteria

Under section 22(8) of the Public Service Act 1999, employees **must be Australian citizens** to be employed in the Australian Public Service (APS) unless the Agency Head has agreed otherwise in writing.

Successful applicants will be required to undergo the process to obtain and maintain or continue to hold the required security clearance level for the role. All staff are required to have a minimum baseline security clearance.

Successful applicants will also be required to successfully pass a National Criminal History check.

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.

RecruitAbility

The Agency is committed to supporting the employment and career development of people with disability. Our participation in APS RecruitAbility means we will progress an applicant with disability to a further stage in the recruitment process, where they opt into RecruitAbility and meet the minimum requirements for the vacancy.

How do you opt into RecruitAbility?

Simply note in your cover letter that you wish to:

1. Opt into RecruitAbility, as you have a disability (definition as defined by [Australian Bureau of Statistics](#))
2. Clearly show how you meet the requirements of the vacancy with our Agency.

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**.

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.

Recruitment Process

The selection may be undertaken based on applications and referee reports where a clear result can be determined from this documentation / process. A selection panel (usually two to three people) will be formed to consider all applications and develop a shortlist for any further assessment. If it is determined that further assessment including an interview is necessary, the panel will conduct a video interview which may also include a short practical exercise.

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 **late January** with offers expected to be made within two weeks of interview.