



Application package

Position title:	Reporting Programs Adviser
APS Level:	APS5
Salary package:	Salary package from \$97,782 to \$103,608 (includes base salary of \$84,733 to \$89,782 plus 15.4% superannuation)
Position offered:	Full-time / Ongoing x 3 roles <i>Flexible working arrangements available including hybrid working</i>
Location	Level 7, 309 Kent St, Sydney CBD
Closing date:	Monday 9 th December 2024 at 10.00am
Contact Officer/s:	Tori Gooding – Executive Manager – Gender Equality Programs team
Contact number:	0406 645 680

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

About the opportunity

The Workplace Gender Equality Agency (WGEA) is seeking to hire multiple Reporting Programs Advisers within the Gender Equality Programs team. The Reporting Programs Adviser position works collaboratively with employers to provide detailed advice on how to comply with their reporting requirements under the *Workplace Gender Equality Act 2012* (the Act).

The Reporting Programs Adviser is a first point of contact for employers and provides one on one support and guidance for complex reporting enquiries through phone and case management via the Customer Management System. The Reporting Programs Adviser uses reporting expertise to analyse data anomalies affecting the lodgement of reports and works through these anomalies with employers. The Reporting Programs Adviser also undertakes compliance reviews to monitor, detect and respond to non-compliance with the Act.

The team

Gender Equality Programs team is responsible for delivery of WGEA'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 guidance and support to employers to minimise the regulatory burden and ensure quality submissions
- monitors, reports on and encourages compliance.
- manages the privacy and programs governance portfolio
- assesses and responds to compliments, complaints and feedback

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 assessment and measurement of workplace gender data. Our Agency was established by the *Workplace Gender Equality Act 2012 (Act)*.

WGEA's ambition is to accelerate progress towards workplace gender equality. 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 dedicated to personal development, fostering growth in others and demonstrating leadership
- 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 number:	58734, 23833, and 52832
Position title:	Reporting Programs Adviser
APS Level:	APS5
Position:	Ongoing x 3 roles Full time (<i>Flexible working arrangements including hybrid available</i>)

The roles

Reporting Programs Advisers report to the EL1 Reporting Programs Manager and provides high level guidance to employers on how to submit organisation compliance reports using our reporting platform. , This role deals with complex enquires and resolving resolves data anomaly issues. The role is also accountable for investigating complaints complaints and feedback and managing the non-compliance functions within the team. This role requires detail oriented and strong communicator that can , results focussed individual and maintaining exceptional service levels across multi-channel support strong communicator that can aid reporting employers whilst maintaining exceptional service levels across multi-channel support operations.

The key duties and responsibilities of the position include:

- ✓ providing exceptional customer support to public and private sector employers in aspects of completing and submitting online reporting to the Agency
- ✓ assisting in the creation and maintenance of GE Programs templates
- ✓ investigating and preparing recommendations for feedback/complaints
- ✓ interpreting detailed information provided by organisations with complex reporting structures, working closely with them to ensure best practice information and advice relating to their reporting under the Act
- ✓ facilitating data anomalies rectification management, including the timely judgement of data anomaly acceptance/rejection based on their implication to data accuracy and quality
- ✓ proactively maintaining accurate organisation information in the Agency's CRM system relating to employers, contacts, reporting hierarchies and other relevant data
- ✓ coordinating customer contact data across the Agency's multiple CRM data sources
- ✓ supporting the privacy and programs governance portfolio where business needs arise
- ✓ support other cross functional Agency projects as required.

Capabilities

We are seeking an individual with the following **minimum requirements** and experience

- ✓ able to provide high quality customer service through proven 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.

- ✓ able to demonstrate an understanding, or ability to rapidly gain an understanding, of the Workplace Gender Equality Act 2012 and relevant reporting requirements
- ✓ demonstrate able to 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

How to prepare your application

Agency 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 baseline security clearance level for the role. Baseline security clearances require you to be an Australian Citizen and meet AGSVA criteria.

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

Use the attached checklist to ensure you include all relevant information and documentation.

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 and skills as well as how you can enhance WGEA and our culture. Please note that interviews held 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.

Application Checklist

Prior to sending your application email to recruitment@wgea.gov.au, use the below to ensure you have included all relevant details.

Have you included in your application cover letter and/or CV/Resume:

- Your full name, contact phone number, and personal email address.
- Title of the vacancy/position you are applying for
- Relevant diversity information (preferred pronouns, reasonable adjustments required for interview)
- If you wish to opt into RecruitAbility (information detailed in how to prepare your application)
- If you meet the Agency eligibility criteria, confirmation of your Australian citizenship, along your ability to successfully clear a National Criminal Records Check upon engagement
- Contact details of two recent referees including your current or most recent supervisor (we will seek your permission before we contact your referees)
- Any further relevant information.

Have you attached to your email:

- A cover letter/statement outlining how your skills, experience and qualifications meet the minimum requirements and experience of the role. (one page only).
- Your CV/Resume which provides a summary of your work experience (2-3 pages max).