



Application package

| | |
|------------------------------------|--|
| Position title: | Corporate Support Officer |
| APS Level and salary range: | APS 4 |
| Salary package: | \$81,468 to \$88,422 annual salary package relevant to experience (includes base salary of \$70,596 to \$76,622 plus 15.4% superannuation) |
| Position offered: | Non-ongoing (6 months - with potential to extend or become an ongoing role. Full-time or part-time, flexible working arrangements are available |
| Location | Level 7, 309 Kent St, Sydney CBD |
| Closing date: | 10am Monday 8th May 2023 |
| Contact Officer: | Anne Beath – Operations Executive Manager |
| Contact number: | (02) 9432 7006 |

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

About the opportunity

The Corporate Support Officer provides professional office and administration coordination, and stakeholder communications. Key capabilities for success in this role include the capacity to take initiative, be organised, be keen to explore new ways of addressing challenges and work as part of a small team to achieve outcomes that have real positive impact.

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 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 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).

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 work as one team.
- 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: | 28665 |
| Position title: | Corporate Support Officer |
| APS Level: | APS 4 |
| Position: | Non-ongoing (6 months - with potential to extend or to become an ongoing role). Full-time position or part-time (flexible working arrangements available) |

The team

The Corporate Support Officer is part of a high performing Operations team at WGEA. The team drives the Agency planning and governance, enabling effective resource management including workforce management, finance and corporate activities, collaboration, and information management.

The role

This position reports to the Operations Executive Manager, working closely with the HR and Finance teams and all employees at our Agency.

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

- providing practical and professional administration services across the Agency, assisting with administrative and HR activities and undertaking a range of project tasks in accordance with agreed standards and timeframes managing office, facility and events, coordinating the operational control of office and other facilities for the Agency.
- administrative capability within the Operations team applying a sound knowledge of relevant statutory, regulatory, and policy frameworks to enhance office management focusing on effective communication and coordinating the building's maintenance and repairs in order to maintain a safe, clean and productive environment for Agency staff.
- working with the Senior HR Adviser to develop and implement HR initiatives that improve the employee lifecycle with a focus on continuous improvement of processes.
- investigating and resolving moderately complex operational issues on behalf of the Agency
- monitoring and prioritising incoming communications acting as required.
- managing supplies of stationery, consumables, and office equipment for the Agency.
- assisting with and coordinating meetings and internal events.
- providing professional front desk services including answering the phone, greeting visitors and facilitating the Agency's visitor management system.
- managing travel logistics for Agency staff and external guests when required.
- managing the efficient, secure and timely handling and storage of Agency's hardcopy and electronic information ensuring compliance with legislation.
- developing relationship with office contract providers for the Operations team, by serving as a single point of contact for contractual matters.
- developing and implementing office and administrative systems, such as record management, data management and filing.
- provide customer relationship services for peak reporting periods as required.
- contributing to other Agency projects as required

Capabilities and experience

Key capabilities for success in this role include:

- experience in providing high quality administrative services 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.
- well-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.
- computer literacy including an intermediate level of experience using MS Office software (Word, Excel, PowerPoint, Outlook) databases and online systems.
- Interest in or experience of generalist HR tasks and processes.
- the ability to build and sustain positive relationships with team members and clients. Shifting with changes in delivery needs and expectations.
- being able to work independently and flexibly, with limited supervision, analysing and using 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.
- a principled approach and adherence to the APS Values and Code of Conduct

Desirable capabilities and/or experience: *(These capabilities and/or are experience will be favourably viewed but are not a requirement)*

- previous CRM experience

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.

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.

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 capabilities 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.