



# Application package

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| <b>Position title:</b>   | <b>Reporting Support Officers x 3</b>  |
| <b>APS Level:</b>        | APS3 \$73,619 to \$79,399 (this includes 15.4% super)  |
| <b>Position offered:</b> | Non-ongoing, full-time (our Agency is committed to supporting flexible working arrangements) |
| <b>Location:</b>         | <b>Sydney, CBD</b>   |
| <b>Closing date:</b>     | <b>10:00am 1 March 2023</b> – we will review applications as they arrive.                    |
| <b>Contact Officer:</b>  | Steven Douek, Reporting and Technology Executive Manager                                     |
| <b>Contact number:</b>   | (02) 9432 7000   |

## About the Agency

The Workplace Gender Equality Agency (WGEA/Agency) is the Australian Government's 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).

Our Agency has two distinct functions: a regulator and driver of change. In our regulatory role we administer the Act which requires all private sector employers with 100 or more employees to report against six gender equality indicators, which have been developed to address the most pressing contemporary challenges to gender equality in Australian workplaces. The Agency is also in the process of expanding to collect data from the federal and state and territory public sectors.

As a driver of change our Agency seeks to motivate, educate and support improved gender equality in Australian workplaces by promoting evidence-informed public discussion and understanding of gender equality, collaborating strategically to build strong relationships and tailored interventions between the Agency and its stakeholders, using the Agency's data-rich research to position it as the leading source of information and advice on workplace gender equality issues.

Further information about our Agency is available at [www.wgea.gov.au](http://www.wgea.gov.au)

## About the opportunity

Our Agency is entering its 2023 data collection project, where our team engages with organisations to support 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 support for reporting organisations.



# Position description

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| <b>Position numbers:</b> | 23873, 23874, 46921  |
| <b>Position title:</b>   | Reporting Support Officers x 3   |
| <b>APS Level:</b>        | APS 3  |
| <b>Position status:</b>  | Non-ongoing role ( March to end of August 2023),<br>Full time (WGEA is committed to flexible working arrangements) |

## Purpose of the position

Our Reporting Support Officers work collaboratively as part of the Frontline Support team to provide first level technical support 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 support 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.

These roles provide 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, solution-based approach.

## Expected outcomes and accountabilities

This position reports to the Data and Technology Executive Manager (under general supervision of the Technology Platform Lead) and is accountable for:

- providing professional multi-channel customer support 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 support communications
- contributing to other Agency projects as required.

## Expected capabilities

- demonstrate sound judgement based on established procedures and protocols.
- demonstrate 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



- demonstrate previous CRM experience (Salesforce desirable)
- demonstrate computer literacy including an intermediate level of experience using MS Office software (Word, Excel, t, Outlook), and familiarity with databases
- demonstrate interpersonal skills and the ability to collaborate with and maintain strong relationships with a broad cross-section of stakeholders
- demonstrate an understanding or ability to rapidly gain an understanding 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 responsibility for accurate and timely completion of work
- adopt a principled approach and adhere to the APS Values and Code of Conduct.

### Eligibility requirement

To be eligible for this position applicants are required to:

- be Australian citizens only and must be able to obtain and maintain an AGSVA Security Clearance, and
- undertake a National Criminal Records Check upon engagement to determine suitability for employment.

## The Agency

### What we are looking for:

- people who are committed to Gender Equality and delivering change in Australian workplaces.
- people who engage with the future direction of the Agency
- flexible and adaptable people to meet immediate needs and future challenges
- leaders committed to creating a positive workplace culture
- team oriented people with energy and a determination to succeed
- people who can make sound decisions and exercise sensible judgment
- people who are open and accountable and of high integrity.

### What we offer:

We value our staff and encourage our employees to be adaptable and collaborative. Our staff are key to our success. We offer:

- a culture that is committed to achieving results and values innovation
- opportunities to work on agency wide projects and collaborations
- roles that have a direct connection to strategic outcomes
- flexible working arrangements, including hybrid work and excellent working conditions
- modern offices in Sydney CBD
- attractive salary packages including generous superannuation and a range of other benefits.



# How to prepare your application

## Eligibility to apply

Applicants must be able to obtain Baseline Security Clearance (this requires being an **Australian citizen**).

## Diversity

The Agency values the contributions of people with different backgrounds, experiences, and perspectives.

The Agency encourages and welcomes applications from people of all genders, Indigenous Australians, people with disability, people from culturally and linguistically diverse backgrounds and mature-age people.

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. You will find their contact details on page one of this application package.

## Lodging your application

Your application should be emailed to [recruitment@wgea.gov.au](mailto:recruitment@wgea.gov.au).

**Applications close 10:00am 1 March 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).
- **A cover letter/statement** outlining how your skills, experience and qualifications will help you to meet the requirements of the role. This will help the selection panel make an informed assessment of your suitability.
- Details of **two recent referees** including your current or most recent supervisor (we will seek your permission before we contact your referee)
- Any further relevant information.

## Selection Panel

A selection panel (usually three people) will be formed to consider all applications and to develop a shortlist of applicants for further assessment. This assessment can take many forms but will usually include an online interview and a short practical exercise.

## Availability for interview

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 **mid March** - with offers expected to be made **within one to two** weeks of interview.

