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[www.wgea.gov.au](http://www.wgea.gov.au)

# Application package

<b>Position number:</b>	28665
<b>Position title:</b>	Corporate Support Officer
<b>APS Level:</b>	APS 4
<b>Position offered:</b>	Ongoing role, full time (or part-time, WGEA is committed to flexible working arrangements)
<b>Salary range:</b>	Salary from \$68,055 to 73,864 plus 15.4% Superannuation
<b>Closing date:</b>	Midnight, 18 December 2020
<b>Contact Officer:</b>	Anne Beath, Operations Executive Manager
<b>Contact number:</b>	(02) 9432 7006

This application package includes:

- Information on how to prepare your application and the selection process.
- A position description.

## About the Agency

The Workplace Gender Equality Agency (WGEA/Agency) is the Australian Government's key agency charged with promoting and improving gender equality for both women and men in Australian workplaces, including through the provision of advice and assistance to employers and the assessment and measurement of workplace gender data. The Agency is established by the Workplace Gender Equality Act 2012 (Act).

The Agency has two distinct functions: a regulator and influencer. In its regulatory role, the Agency administers 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.

As an influencer the Agency seeks to educate and influence positive change in Australian workplaces by promoting informed, evidence-based public discussion and understanding of gender equality, collaborating strategically to build strong relationships 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)

# How to prepare your application

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## Eligibility to apply

Applicants must be an Australian citizen or eligible to apply for Australian citizenship.

## 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).

## 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.
- A **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 a face to face or video interview and could also include 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 **prior to 24<sup>th</sup> December 2020** with offers expected to be made **within two** weeks of interview.

# Position description

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<b>Position number:</b>	28665
<b>Position title:</b>	Corporate Support Officer
<b>APS Level:</b>	APS 4
<b>Position offered:</b>	Ongoing, full-time (or part-time, WGEA is committed to flexible working arrangements)

## Purpose of the position

The Corporate Support Officer is accountable to contribute to and deliver on the Operation's Business Plan and Agency Strategy. The primary purpose of this role is to provide professional support enabling office functionality and maintaining the Agency's service charter.

*The Operations team purpose is to provide foundational, professional support to the Agency as a whole; ensuring organisational effectiveness across Financial Management, Human Resources Management, Executive and Corporate Support, and Agency Governance.*

## Expected outcomes and accountabilities

This position reports to the Operations Executive Manager and under general supervision is accountable for:

- providing practical and professional support services across the Agency, assisting with financial 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 support to Operations team applying a sound understanding of relevant statutory, regulatory, and policy frameworks to support with 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.
- investigating and resolving moderately complex operational issues on behalf of the Agency
- managing the manual incoming and outgoing hardcopy correspondence for the Agency.
- sustaining "super user" capability of the CRM platform for the Agency, monitoring and prioritising incoming communications, responding or reallocating where required. Supporting the full functionality of the self-service capability of the CRM.
- managing supplies of stationery, consumables and office equipment for the Agency.
- assisting and coordinating with 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 support during peak reporting period (April to June) each year.
- making decisions which are within defined parameters and related to own area of responsibility

- contributing to other Agency projects as required

## Expected capabilities

The Corporate Support Officer will contribute to the Agency capability by being able to:

- demonstrate 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.
- apply 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.
- 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.
- demonstrate sound interpersonal skills and the ability to collaborate with and maintain strong relationships with a broad cross-section of stakeholders.
- **Supports strategic direction** - Understanding and supporting the Agency's vision, mission and business objectives. Communicates and follows direction provided by supervisor. Recognises how own work contributes to the achievement of organisational goals. Understands the reasons for decisions and recommendations.
- **Achieves results** - Sees tasks through to completion. Works within agreed priorities. Commits to achieving quality outcomes and adheres to documentation procedures. Seeks feedback from supervisor to gauge satisfaction and seeks guidance when required.
- **Supports productive working relationships** - Builds and sustains positive relationship with team members and clients. Is responsive to changes in client needs and expectations.
- **Displays personal drive and integrity** - Adopts a principled approach and adheres to the APS Values and Code of Conduct. Acts professionally at all times and operates within the boundaries of organisational processes and legal and public policy constraints. Operates as an effective representative of the work area in internal forums.
- **Communicates with influence** - Confidently presents messages in a clear, concise manner. Focuses on key points and uses appropriate language. Structures written and oral communication to ensure clarity.

## Required Technical Skills

- Previous corporate administrative support experience essential
- Computer literacy including an intermediate level of experience using MS Office software (Word, Excel, PowerPoint, Outlook) and databases.

## Reference documents

- APS Code of Conduct
- APS Values
- WGEA Strategy

## The Agency

### We are looking for team members who are:

- committed to supporting and delivering change in Australian workplaces.
- able to engage with the future direction of the Agency
- sound decision makers that exercise sensible judgment.
- flexible and adaptive to meet immediate needs and future challenges.
- able to establish their integrity and commitment to transparency and accountability in all they do.
- team oriented with energy and a determination to succeed.
- able to demonstrate a principled approach to the APS Values and Code of Conduct, acting professionally and ethically at all times.

### We offer

Our staff are key to our success and are encouraged to be adaptable and collaborative. We offer

- a culture that values innovation and is committed to achieving results
- opportunities to work on agency wide projects and collaborations
- flexible working arrangements and excellent working conditions
- attractive salary packages, including generous superannuation and a range of other benefits.