



Application package

Position number:	25253
Position title:	Program Officer
APS Level:	APS 4 (\$68,055 - \$73,864 plus 15.4% superannuation)
Position offered:	Ongoing role Full time (or part-time as we are committed to supporting flexible working arrangements)
Closing date:	Midnight, Friday 12 March 2021 – we will review applications as they arrive.
Contact Officer:	Mike Dudarenok, Executive Project Manager
Contact number:	(02) 9432 7000

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

How to prepare your application

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.

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 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 **mid-March 2021** with offers expected to be made **within two** weeks of interview.



Position description

Position title:	Program Officer
APS Level:	APS 4
Position offered:	Ongoing role Full time (or part-time as we are committed to supporting flexible working arrangements)

Purpose of the position

The position of **Program Officer** is part of the Data and Technology team and accountable for providing exceptional customer service support to reporting organisations and the Agency.

Our small specialised team works collaboratively with organisations and this role provides advice on how organisations comply with their reporting requirements under the *Workplace Gender Equality Act 2012 (Act)* including assisting with development and updating of supporting education resources. This includes guidance on how to submit reports using our reporting platform and Customer Relationship Management (CRM) system, dealing with complex enquires and requires the ability to think laterally whilst working across multiple communication channels.

Expected outcomes and accountabilities

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

- providing exceptional customer support to reporting organisations in aspects of completing and submitting online reporting for the Agency.
- interpreting information provided by reporting organisations and communicating with them to provide information and advice relating to the Act.
- proactively maintaining accurate organisation information in our CRM system relating to employers, contacts, reporting hierarchies and other relevant data.
- supporting the Business Analyst / Customer Relationship Specialist to determine effective resourcing/coverage for the data submission period.
- managing the coordination, and quality preparation of relevant team communications.
- assisting in the development of education material and templates for the CRM platform.
- supporting CRM education programs for the Agency.
- contributing to other Agency projects as required

Expected capabilities

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

- demonstrate experience in providing high quality customer 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.
- demonstrate previous CRM experience (Salesforce desirable).
- 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.
- demonstrate computer literacy including an intermediate level of experience using MS Office software (Word, Excel, PowerPoint, Outlook) and databases.



- develop effective and engaging educational materials for a professional environment.
- demonstrate an understanding or ability to rapidly gain an understanding of the *Workplace Gender Equality Act 2012* and relevant reporting requirements.
- demonstrate sound interpersonal skills and the ability to collaborate with and maintain strong relationships with a broad cross-section of stakeholders
- 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.

The Agency

What we are looking for

- people who are committed to supporting 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.
- team oriented people who have energy and are determined to succeed.
- people who can make reasonable decisions and exercise 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
- flexible working arrangements and excellent working conditions
- attractive salary packages including generous superannuation and a range of other benefits.

