



Application package

Position title:	Reporting Programs Coordinator
APS Level and salary package:	APS 6 - Salary package from \$98,360 – \$112,362 (including 15.4% superannuation)
Position offered:	Ongoing full-time role (we are committed to supporting flexible working arrangements)
Location:	Sydney, CBD
Closing date:	Tuesday, 6 December 2022
Contact Officer:	Steven Douek, Reporting and Technology Executive Manager
Contact number:	(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

About the opportunity

Our Agency is entering an exciting new chapter as we seek to deepen our impact, expand our reach and accelerate the rate of change. This hands-on role is a critical part of our Reporting and Technology team, responsible for the coordinating all aspects of the yearly Gender Equality reporting programs for the Agency and facilitating the ongoing improvement and expansion of this key Agency function.

Position description

Position title:	Reporting Programs Coordinator
Location:	Sydney CBD
APS Level:	APS 6
Team:	Reporting and Technology
Position:	Ongoing full time (we are committed to supporting flexible working arrangements)

Purpose of the position

The Reporting and Technology team's purpose is to manage and deliver efficient gender equality reporting programs, capturing data through the provision of technology systems and services, that manage compliance with the *Workplace Gender Equality Act*. The team is responsible for developing and enhancing the Agency's technology platforms, improving user experience and enabling expansion of the Agency's mandate in line with changing regulatory requirements. The team also provides Agency staff with internal Information Technology support services.

The **Reporting Programs Coordinator** operates within the Reporting and Technology Team and is responsible for the successful running of the Agency's yearly Gender Equality Reporting programs and the delivery of effective and efficient support operations to external customers.

The position requires a detailed, results focussed planner and effective communicator that can operate autonomously and take responsibility for program planning and day to day operational activities.

Expected outcomes and accountabilities

This position reports to the Reporting and Technology Executive Manager and, working closely with the Capacity Building, Research & Education, Leading Practice, and Data & Analytics Teams is responsible for:

- coordinating all aspects of the Agency's gender equality reporting and public sector reporting programs, including program planning, program preparation activities, liaising with internal teams to ensure reporting portal readiness, communications with reporting entities across the entire reporting year, reporting program close out, yearly program review and the identification and definition of future reporting program and system enhancements
- managing yearly compliance and non-compliance of reporting organisations, including initiatives to work with non-compliant organisations towards compliance, managing the notification to relevant government agencies and ensuring currency and accuracy of non-compliance information
- providing expert knowledge, detailed advice and guidance to internal staff and Agency customers regarding the interpretation of reporting against the *Workplace Gender Equality Act* and its Legislative Instruments in support of achieving gender equality in Australian workplaces
- coordinating all customer support operations, including resource recruitment, resource training, support staff scheduling, contact channel management, escalations, and complaints handling
- being responsible for the management to resolution of all support request cases to enable completion and submission of employer's gender equality reports via the WGEA reporting portal (or manually where necessary)
- undertaking high complexity case management and resolution as an escalation point
- coordinating the improvement of reporting-related knowledge management systems, knowledge articles and operational process, ensuring their accuracy, currency and alignment with system developments and yearly changes in the Agency's reporting operations
- tracking reporting program status, including developing scheduled and ad hoc executive level reports
- monitoring reporting and reporting support systems for data security and privacy issues
- coordinating the collection of detailed case information for technical issue escalations and resolution

- participating in and driving problem root cause analysis
- coordinating and scheduling support staff for enhancements and technical system testing
- contributing to other Agency projects as required.

Expected capabilities

- a commitment to Gender Equality and a passion to improve it in Australian workplaces
- strong analytical, investigative, and problem-solving skills to make decisions that concern complex or escalated issues and have a high impact on the work of the Agency.
- capacity to generate new ideas and overcome barriers to achieve results.
- a deep understanding or capacity to develop a deep understanding of the *Workplace Gender Equality Act 2012* and its Legislative Instruments, including a detailed understanding on the effects of the Act on Gender Equality Reporting programs and outcomes.
- a high level of technical aptitude, with cloud systems and customer data management experience, including significant experience with Salesforce CRM, Community Cloud and Service Cloud.
- apply previous experience with the development and maintenance of knowledge management systems, knowledge articles and an ability to determine knowledge requirements from system and operational change activities.
- exceptional organisational and time management skills, including the ability to deliver time-critical work under broad direction, while maintaining attention to detail and accuracy.
- work independently and flexibly, with limited supervision, analysing and using sound judgement to select an appropriate course of action across many interrelated activities, in a busy time critical environment. This includes taking a proactive approach and personal responsibility for accurate and timely completion of work.
- apply superior interpersonal skills, including the capability to engage and manage relationships with a wide range of employers and other stakeholders, understand your “audience” and build and sustain positive relationships with employers and other stakeholders.
- apply strong project management skills including the ability to develop interrelated goals, strategies, and work plans, identifying and overcoming potential risks, issues and roadblocks, achieve intended outcomes, report on activities and coordinate the activities of a team.
- apply 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 and be able to influence senior stakeholders and negotiate productive outcomes.
- adopt a principled approach and adhere to the APS Values and Code of Conduct.
- act professionally at all times and operate within the boundaries of organisational processes and legal and public policy constraints.
- hold or obtain Baseline Security Clearance or the ability to obtain clearance (this Includes being an Australian Citizen).



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.

Applications close Tuesday, 6 December.

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 **early December** with offers expected to be made **within two** weeks of interview.