



Application package

Position title:	Reporting Program Advisor
APS Level:	APS5 \$91,283 to \$96,723 (this includes 15.4% super)
Position offered:	Ongoing, full-time (our Agency is committed to supporting flexible working arrangements)
Location:	Sydney, CBD
Closing date:	5:00pm 6 February 2023 – we will review applications as they arrive.
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 a variety of tasks across the Agency's reporting program. The role will take an active part in gender equality reporting support operations, providing detailed support to the frontline team and acting as an escalation point for complex case rectification. Assisting the Reporting Programs Coordinator, the role will be a key part of the knowledge development and transfer to ensure effective and efficient support and reporting operations.



Position description

Position title:	Reporting Program Advisor
APS Level:	APS5
Position Number:	52832
Location:	Sydney CBD
Team:	Reporting & Technology
Position offered:	Ongoing full time (our Agency is 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, enabling expansion of the Agency's mandate, and changing regulatory requirements. The team also provides Agency staff with Information Technology support services.

The position of **Reporting Advisor** works collaboratively with organisations to provide detailed advice on how to best comply with their reporting requirements under the *Workplace Gender Equality Act 2012 (Act)*. This includes in depth guidance on how to submit reports using our reporting platform, dealing with complex enquires, resolving data anomaly issues. This requires the ability to think laterally whilst working across multiple communication channels and addressing multiple time critical support requests.

This position requires a detailed, results focussed advisor and communicator that can provide assistance to reporting organisations whilst maintaining exceptional service levels across multi-channel support operations.

Expected outcomes and accountabilities

This position reports to the Reporting and Technology Executive Manager and, working closely with the Frontline Support Team under the guidance of the Reporting Programs Coordinator is responsible for:

- providing exceptional customer support to public and private sector employers in aspects of completing and submitting online reporting to the Agency
- assisting frontline support staff in the resolution of customer support requests as an escalation resource
- interpreting detailed information provided by organisations with complex reporting structures, working closely with them to ensure best practice information and advice relating to their reporting under the Act
- facilitating data anomalies rectification management, including the timely judgement of data anomaly acceptance/rejection based on their implication to data accuracy and quality
- proactively maintaining accurate organisation information in the Agency's CRM system relating to employers, contacts, reporting hierarchies and other relevant data
- coordinating customer contact data across the Agency's multiple CRM data sources
- providing basic assistance with Salesforce data and CRM administration tasks
- assisting with the development and update of relevant reporting education resources
- managing the coordination and quality preparation of relevant team communications
- identifying and documenting system enhancements for Agency data collection and reporting programs, including support desk operations



- reviewing the Agency's support processes and knowledge management documentation as part of continuous improvement processes
- contributing to other Agency projects as required

Expected capabilities

The **Reporting Advisor** will contribute to the Agency's capability by being able to:

- provide high quality customer support utilising excellent customer service skills. This includes developing plans, objectives, clarifying expectations and deadlines; keeping clients informed on progress; providing prompt and professional outcomes for clients
- previous Salesforce CRM experience (essential)
- basic salesforce administration and configuration experience (essential)
- strong written and verbal communication skills which includes a demonstrated ability to confidently present messages in a clear, concise manner and to tailor communication style to suit the audience
- sound computer literacy including an intermediate level of experience using MS Office software (Word, Excel, PowerPoint, Outlook) and CRM data and report configuration
- technical and portal reporting issues troubleshooting
- an ability to rapidly gain an understanding of the Workplace Gender Equality Act 2012 and relevant reporting requirements
- strong interpersonal skills and the ability to collaborate with and maintain strong relationships with a broad cross-section of stakeholders
- sound investigative and problem-solving skills
- work independently and flexibly, with limited supervision, analysing and using sound judgement to select an appropriate course of action in a fast paced, time critical environment
- take 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.

Applications close 5:00pm Monday 6th February 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 **early February** - with offers expected to be made **within two** weeks of interview.

