



Application package

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| Position title: | Reporting Support Officer |
| APS Level: | APS 3 (\$63,795 to \$68,803 plus 15.4% super) |
| Position offered: | Ongoing role, full-time (we are committed to supporting flexible working arrangements) |
| Location | Sydney, CBD |
| Closing date: | 10am Friday 15th July 2022 – we will review applications as they arrive. |
| Contact Officer/s: | Steven Douek – Reporting and Technology Executive 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, 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 public sector.

As a driver of change our Agency seeks to motivate, educate and influence improved gender equality 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 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.

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 **in late July 2022** with offers expected to be made **within two** weeks of interview.

Position description

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|--------------------------|--|
| Position numbers: | 31052 and 41288 |
| Position title: | Reporting Support Officer |
| APS Level: | APS 3 |
| Position: | Ongoing full-time positions (or part-time our Agency is committed to flexible ways of working) |

Purpose of the position

The **Reporting Support officer** works collaboratively in the Frontline Support team providing first level 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 Reporting and Technology's team purpose is to manage and deliver gender equality reporting under the Workplace Gender Equality Act 2012 (Act), capturing data to ensure compliance. Platform development and enhancement for improved user experience and expanded regulatory requirements. Enabling and supporting the Agency Information Technology needs and requirements.

This role provides 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 Reporting 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.
- ✓ 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 Customer Relationship Management system about relevant employers, contacts, reporting hierarchies 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

- ✓ sound judgement using established procedures and protocols.
- ✓ experience in providing 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.
- ✓ 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.
- ✓ previous CRM experience (Salesforce desirable)
- ✓ computer literacy including an intermediate level of experience using MS Office software (Word, Excel, PowerPoint, Outlook), and databases.

- ✓ interpersonal skills and the ability to collaborate with and maintain strong relationships with a broad cross-section of stakeholders.
- ✓ an understanding or ability to rapidly gain an understanding of the relevant reporting requirements for public sector and compliance reporting
- ✓ able to 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.
- ✓ adopts a principled approach and adheres to the APS Values and Code of Conduct.
- ✓ Baseline security clearance or the ability to obtain clearance.

The Agency

What we are looking for

- People who are committed to Gender Equality and have a passion to improve it 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 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

- 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
- Modern offices in Sydney CBD
- Attractive salary packages including generous superannuation and a range of other benefits.