**Candidate Information Pack**

Multiple roles (APS5-EL1), Investigations and Determinations

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| Job Reference | OAIC-2025-005 |
| Type of vacancy and duration | Ongoing/Non-ongoing, Full-time/Part-time |
| Classification | APS5, APS6, EL1 |
| Salary | APS5: $84,677 - $89,520 per annum plus 15.4% superannuation APS6: $93,372 - $102,821 per annum plus 15.4% superannuation  EL1: $117,674 - $125,876 per annum plus 15.4% superannuation |
| Location | Sydney CBD (preferred location), however we will consider candidate applications from all other locations within Australia. |
| Contact officer for information | For Investigations roles:  Leigh McCarthy (02) 99424260 [Leigh.McCarthy@oaic.gov.au](mailto:Leigh.McCarthy@oaic.gov.au)  For Determination role:  Isabella Cahill (02) 9246 0542 [isabella.cahill@oaic.gov.au](mailto:isabella.cahill@oaic.gov.au) |
| Email applications to | [jobs@oaic.gov.au](mailto:jobs@oaic.gov.au) |
| Closing date for applications | Thursday, 6 February 2025 at 11:59pm AEDT |

## About the Office of the Australian Information Commissioner

Working with the Office of the Australian Information Commissioner (OAIC) will put you at the forefront of data protection and access to information regulation. As an independent statutory agency, the OAIC’s work is of national significance and plays an important role in shaping Australia’s information handling landscape across the economy - from government, digital platforms and the online environment, to health, finance and telecommunications. Our mission is to uphold and promote Australia’s privacy and freedom of information laws.

We are an agency within the Attorney-General’s Department portfolio with responsibility for:

* privacy functions under the *Privacy Act 1988* and the *Digital ID Act 2024*
* freedom of information functions, in particular review of decisions made by agencies and ministers under the *Freedom of Information Act 1982*
* privacy and confidentiality functions in relation to the Consumer Data Right (CDR) under the *Competition and Consumer Act 2010* (CCA).

## Where the roles fit in the OAIC

The OAIC is seeking candidates with demonstrated investigations skills across the APS5 to EL1 levels for roles in the:

* Regulatory Action Division and
* Information Rights Division, in the Privacy Case Management branch.

**Regulatory Action Division**

The Regulatory Action division oversees the management of compliance, investigation and enforcement to promote adherence to the FOI Act and Privacy Act. This includes the management of Commissioner-initiated and some high-risk complaint investigations, complex Notifiable Data Breach (NDB) scheme matters, general and funded assessments (including those for CDR and digital ID), monitoring compliance, and the enforcement of privacy and FOI legislation through legal action. This division provides the agency with expertise in enforcement, investigations, and litigation, and ensures the OAIC can regulate proactively and strategically.

**Privacy Case Management**

Privacy Case Management is a critical function within the Information Rights Division, responsible for managing and resolving high-risk and complex privacy complaints. This team of experts applies their specialist knowledge to assess privacy complaints, develop detailed privacy decisions, and facilitate effective resolutions. They ensure that privacy concerns are handled in accordance with legal frameworks, while also contributing to cross-team initiatives to enhance efficiency in case management practices. Through collaboration with other case management teams, Privacy Case Management strives to implement best practices and deliver consistent, high-quality outcomes.

## The Job

**Candidates may be placed in the Regulatory Action Division or Privacy Case Management Branches.**

All roles at the OAIC require you to maintain a high level of integrity and discretion and abide by the APS Code of Conduct, combined with a demonstrated understanding of the principles and practices of Work Health and Safety, equity, and diversity in the workplace.

You are encouraged to familiarise yourself with the [APS Work Level Standards](https://www.apsc.gov.au/working-aps/aps-employees-and-managers/work-level-standards-aps-level-and-executive-level-classifications) for your relevant classification.

## About the Roles

## APS5, Investigator - multiple roles

The duties of the Investigator may include:

* Actively manage a caseload of preliminary enquiries and privacy complaint investigations or own motion privacy investigations in a high-volume environment
* Liaising with key stakeholders including complainants, respondents and third parties
* Preparing investigation plans, correspondence, drafting high quality investigation reports, internal briefings and making sound administrative decisions
* Using evidence gathering powers to identify whether there has been a contravention of relevant laws and made recommendations
* Create and maintain evidence matrices and contribute to preparation of statutory notices for review
* Contributing to team performance objectives, and
* Other duties as required.

Position Requirements

* Certificate IV in Government Investigations (or higher) or willingness to obtain within 6 months of commencement.

Role/s will be required to be undertaken in line with the appropriate [Work Level Standard](https://www.apsc.gov.au/working-aps/aps-employees-and-managers/work-level-standards-aps-level-and-executive-level-classifications).

## APS6, Investigations Officers - multiple roles

The duties of an AP6 Investigations Officers may include:

* Actively manage a caseload of preliminary enquiries and privacy complaint investigations or own motion privacy investigations in a high-volume environment, including complex and sensitive matters
* Managing stakeholders engagement with complainants, respondents and third parties, including escalation
* Drafting preliminary views and decision letters, including preparing correspondence and drafting high quality investigation reports
* Making decisions using the Commissioner’s delegated powers, having regard to the principles of administrative law
* Using evidence gathering powers to determine whether there has been a contraventions of the law
* Identifying systemic issues and providing recommendations to the Assistant Director and the Director as to the appropriate action
* Collaborating with other sections of the OAIC in handling privacy complaints as appropriate.
* Making recommendations to refer matters for regulatory action including to the Determinations team as appropriate in consideration of the OAIC’s regulatory priorities.
* Contributing to continuous improvement activities such as the development of innovative systems and processes to conduct investigations efficiently
* Contributing to team performance objectives
* Other duties as required.

Position Requirements

* Certificate IV in Government Investigations (or higher) or willingness to obtain within 6 months of commencement.

Role/s will be required to be undertaken in line with the appropriate [Work Level Standard](https://www.apsc.gov.au/working-aps/aps-employees-and-managers/work-level-standards-aps-level-and-executive-level-classifications).

## APS6, Determinations (Privacy Case Management)

Duties may include:

* Provide advice and recommendations on factual, legal and strategic issues arising from matters referred to the Determinations Team
* Draft determinations and other regulatory instruments under the Privacy Act under limited supervision
* Contribute to the development and implementation of policies, procedures and guidelines which support the OAIC’s dispute resolution function
* Contribute to Executive Briefing and briefings to the Strategic Regulatory Committee.
* Foster productive internal and external working relationships
* Provide support to other areas of the Dispute Resolution Branch as required
* Other tasks a required.

Position requirements

* Certificate IV in Government Investigations (or higher) or willingness to obtain within 6 months of commencement
* tertiary qualifications in law, or proven experience in interpreting and applying legislation, drafting legal decisions or documents, and conducting legal research.

Role will be required to be undertaken in line with the appropriate [Work Level Standard](https://www.apsc.gov.au/working-aps/aps-employees-and-managers/work-level-standards-aps-level-and-executive-level-classifications).

## Assistant Director (EL1), Investigations - multiple roles

The Assistant Director, Investigations will assist the Director in the day-to-day operation of the team, as well as manage a case load of complex complaints. The Assistant Director’s responsibilities will include reviewing and conducting quality control of correspondence for the team, assisting with case triage and allocation and undertaking proactive reviews of the team’s case load to progress matters and identify areas of regulatory risk.

Duties may include:

* Support the Director with the management of the team caseloads, including assessment and monitoring of risks and workloads
* Supervise a small team of case officers including file reviews and case allocation
* Review outgoing correspondence and decisions
* Supervise the use of evidence gathering powers to determine whether there has been a contravention of relevant laws and finalise statutory notices
* Manage their own assigned cases, including having carriage of more complex matters arising from serious harms
* Strategic engagement with complainants, respondents and third party stakeholders including other regulators and complaints handling bodies in relation to individual cases
* Contribute to strategic planning and process improvement within the team
* Manage briefings to the Executive, Commissioners and the Strategic Regulatory Committee
* Support the Director with statistical and performance reporting to Executive and Commissioners
* Engage with teams across the OAIC including to delivery strategic enforcement outcomes.

Position Requirements:

* Certificate IV in Government Investigations (or higher) or willingness to obtain within 6 months of commencement
* Knowledge of the federal privacy law (including the Privacy Act and Australian Privacy Principles) or an ability to quickly acquire such knowledge
* Strong ability to interpret and apply legislation
* Strong analytical skills and attention to detail
* Demonstrated investigation experience including planning, interpreting information, forming views, determining investigation steps, developing and implementing investigation plans, evidence matrices and effective management to bring matters to conclusion.

## Capabilities, Skills & Experience applicable to all roles

*Desirable* for all roles:

* Knowledge of the Freedom of Information Act 1982 and the Privacy Act 1988 or the ability to quickly acquire this knowledge
* Experience conducting investigations in a regulatory environment
* Legal experience and/or legal qualifications
* Stakeholder management experience
* Strong written and verbal communication skills and the ability communicate with influence

*Desirable* for EL1

* Project and risk management experience.

These duties are to be performed in line with the relevant [APS Work Level Standards](https://www.apsc.gov.au/working-aps/aps-employees-and-managers/work-level-standards-aps-level-and-executive-level-classifications) for the role.

These duties are to be performed in accordance with the APS Code of Conduct and APS Values and Office policies, including Workplace Diversity and Work Health and Safety. Under section 25 of the Public Service Act 1999 the Office may re-assign the duties of an employee from time to time.

## Security requirements

You must be able to obtain and maintain a minimum Baseline security clearance.

## Position location

The OAIC operates a hybrid work model with a combination of remote working and office attendance. Whilst the OAIC office is located in the Sydney CBD (and preferred), we will consider candidate applications from all other locations within Australia.

The OAIC values face-to-face interaction and fostering connection between our people and with our stakeholders. The OAIC’s hybrid work model expects in office attendance when the type of work or task is better suited to being completed from an office, for example, staff inductions and onboarding, planning days, relationship building activities and project or collaborative work.

## Remuneration and benefits

APS5 salary: $84,677 - $89,520 per annum plus 15.4% superannuation

APS6 salary: $93,372 - $102,821 per annum plus 15.4% superannuation

EL1 salary: $117,674 - $125,876 per annum plus 15.4% superannuation.

The OAIC is committed to enabling its people to perform at their best and offers the following benefits:

* Opportunity to work at the cutting edge of privacy and data protection, paving the way for future career opportunities.
* Access to ongoing professional development, with a capability framework to guide skill enhancement.
* Genuine flexibility to help achieve a balance between work and home life.
* Additional paid leave over the Christmas to New Year period as well as access to other leave (e.g. for study or moving).
* Contribution to your wellbeing through subsidies for eye health, flu vaccinations and a wellbeing allowance.

The OAIC is committed to diversity and inclusion. We encourage and welcome applications from people living with disability, Aboriginal and Torres Strait Islander peoples, LGBTIQ+ people, people from culturally and linguistically diverse backgrounds, and mature age people.

## Eligibility

* Section 22 of the *Public Service Act 1999* requires that APS employees must be Australian citizens.
* There are restrictions on employment of people who have, within the previous 12 months, accepted a redundancy benefit from an APS agency or a non-APS Commonwealth employer.
* For the duration of your employment with the OAIC you will be required to obtain and maintain an Australian Government security clearance at the Baseline level (minimum) and meet required background, identification and character checks.
* Note: All duties are to be performed in accordance with the APS Code of Conduct and APS Values and OAIC policies, including Workplace Diversity and Work Health and Safety. Under section 25 of the *Public Service Act 1999* the OAIC may re-assign the duties of an employee from time to time.

## How to Apply

1. Please complete the application form found at the end of this job pack as part of your submission.
2. Please provide:
   1. a resume (aim for a maximum of 2-3 pages) and
   2. statement of claim of up to one A4 page, addressing the duties, capabilities, skills and experience relevant to the role outlined above. Your statement should include the use of practical and professional examples of your skills and experience as relevant to the role.
3. Your application form, CV and statement of claim should be collated as one document (where possible) and sent in a single email to: [jobs@oaic.gov.au](mailto:jobs@oaic.gov.au). Please ensure your email includes your full name in the email subject field, along with the job reference number found on the front page of this pack.

## Application Tips

Your pitch must use professional formatting for example standard page margins and be in a font size no smaller than size 10 and using a professional font selection *(e.g. Times New Roman, Calibri or Arial).*

To assist you in pitching your response and capabilities at the appropriate classification, you are encouraged to review the APS Work Level Standards which are available on the Australian Public Service Commission website – [click here.](https://www.apsc.gov.au/working-aps/aps-employees-and-managers/work-level-standards-aps-level-and-executive-level-classifications)

## Further Information

If you are shortlisted, you may be contacted to arrange an interview.

If you are not shortlisted, you will be informed by email. Please note that we are not usually able to provide feedback to candidates that are not shortlisted due to the volume of applications received.   
  
A merit list of suitable candidates may be established and may be used to fill future vacancies that arise.

## Questions?

For more information please visit <https://www.oaic.gov.au/about-us/join-our-team> or reach out to the contact officer listed on the covering page of this job pack.

## Application Sheet

Please complete this form to apply for a position with the Office of the Australian Information Commissioner.

Any personal information you provide is protected by the *Privacy Act 1988* and will be used for recruitment purposes only. You can view our [human resources privacy policy](https://www.oaic.gov.au/about-us/our-corporate-information/key-documents/human-resources-privacy-policy/) on our website.

### Personal details

|  |  |
| --- | --- |
| Title |  |
| Given name |  |
| Surname |  |
| Preferred name |  |
| Contact Number |  |

|  |  |
| --- | --- |
| Address line 1 |  |
| Address line 2 |  |
| Suburb |  |
| State |  |
| Postcode |  |

### APS employment

If you are currently employed in the Australian Public Service (APS), please provide the following information:

|  |  |
| --- | --- |
| APS employer | Response |
| Australian Government Service Number (AGS) |  |
| APS Classification |  |
| Employment status (ongoing or non-ongoing) |  |

### Eligibility

|  |  |
| --- | --- |
| Requirement | Response |
| Are you an Australian citizen? |  |
| Have you received a redundancy benefit, severance payment or similar benefit from an APS Agency or a non-APS Commonwealth employer within the last 12 months? |  |

### Accessibility adjustment of selection process

At times we may need to conduct a range of selection processes for example, preparing written work samples as well as an interview. Some assessment activities may be timed and/or could include reading from a computer screen or paper.

We understand that you may not wish to share information about your disability at this time, however the responses you provide will help us in making the selection process inclusive and give you the opportunity to request any necessary adjustments.

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| --- | --- |
| Adjustment | Response |
| Are there any adjustments that you may require to the selection process? |  |
| If you do require adjustments to the selection process, please tell us what type of adjustments you require. |  |

### Merit Pool Sharing

A merit pool is a group of applicants that have been deemed suitable for an advertised vacancy, however they are not considered the preferred candidate or appointed to the advertised role.

Applicants who are placed in a merit pool may be considered for future vacancies if the new vacancy meets the merit sharing principals outlined below:

* The vacancy is at the same classification.
* The vacancy is the same category of employment (ongoing or non-ongoing).
* The vacancy comprises of similar duties.
* The vacancy is in a similar location.

Applicants who are placed in a merit pool and agree to be considered for subsequent vacancies:

* Will have their details maintained by the OAIC for a period of up to 18 months from the date the vacancy was advertised.
* May have their information provided to other Commonwealth Agencies employing under the *Public Service Act 1999* or *Parliamentary Services Act 1999* to fill similar roles across the Australian Public Service.

**If you are assessed as suitable and placed in a merit pool, do you consent to your application, CV and assessment information being shared with other Commonwealth Agencies to fill similar roles in the Australian Public Service?**

Yes, I agree for my application details to be shared as outlined above.

No, I do not agree for my application/details to be shared and would like to opt out.

|  |
| --- |
| Recruitment Process – Preference Selections (Please select more than one option if applicable) |
| I wish to be considered for the following roles:  ☐ APS5, Investigator  ☐ APS6, Investigations Officer  ☐ APS6, Determinations Officer  ☐ EL1, Investigations |

### Submitting your application

When you are ready to submit your application, please send the following document (as one document) by email to [jobs@oaic.gov.au](mailto:jobs@oaic.gov.au):

|  |  |
| --- | --- |
| I have included as one document | ✓ |
| Attached my completed application form |  |
| Attached my CV (maximum of 2-3 pages)  (Including details of two referees, one being my current manager/supervisor) |  |
| Statement of claim of up to one A4 page, addressing the duties, capabilities, skills and experience relevant to the role outlined above. Your statement should include the use of practical and professional examples of your skills and experience as relevant to the role. |  |
| *Declaration:*  In submitting my application, I acknowledge that the information I have supplied is true and correct. I understand that providing false or misleading statements may disqualify me from this process and future APS employment. |  |