**Candidate Information Pack**

Multiple roles (APS4), Enquiries Officers, Corporate Support Officer, Governance Risk and Compliance Officer

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| Job Reference | OAIC-2025-002 |
| Type of vacancy and duration | Ongoing/Non-ongoing, Full-time/Part-time |
| Classification | APS4 |
| Salary | APS4: $75,954 - $80,704 per annum plus 15.4% superannuation |
| Location | Sydney CBD for Corporate Support Officer  Sydney CBD (preferred location) for other roles, however we will consider candidate applications from all other locations within Australia. |
| Contact officer for information | Enquiries Officer roles:  Rachel Mathison (02) 9246 0443 [rachel.mathison@oaic.gov.au](mailto:rachel.mathison@oaic.gov.au)  All other roles:  Mark Smolonogov (02) 9942 4243  [Mark.smolonogov@oaic.gov.au](mailto:Mark.smolonogov@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).

## About The Roles

**APS4 Enquiries Officer (Intake and Eligibility, Information Rights)**

Enquiries officers play a key role in providing timely, relevant and accurate information to the public about the laws that the OAIC regulates, including the Privacy Act and the FOI Act. The role suits candidates who are keen to develop a career in data protection and promotion of access to government-held information.

These positions will provide excellent opportunities for the successful candidates to gain exposure to the federal privacy and freedom of information laws.

Enquiries officers are responsible for:

* participating in the OAIC’s Enquiries line shifts (general public enquiries) to provide information and referrals on the privacy and freedom of information law and complaint processes.
* providing written information to the enquirers on the privacy and freedom of information law and complaint processes.
* identifying trends in the enquiries received (such as systemic privacy issues) and raising them to the supervisors as appropriate
* undertaking administrative tasks (such as registration of cases to the case management system)
* other duties as required.

**APS4 Corporate Support Officer (Corporate Services, Enabling Services)**

The Corporate Support Officer plays a vital role in providing administrative and operational support to ensure the smooth functioning of the Corporate Services team. This position supports the Director, Corporate Services, and Executive team by performing a variety of administrative duties, coordinating office functions, and assisting in the effective delivery of corporate services in line with operational requirements. The Corporate Support Officer is responsible for balancing competing priorities, supporting compliance with relevant internal and external policies, and maintaining a customer-focused approach to their work and assisting with office management.

***This role is Sydney office based.***

The routine responsibilities of the role include:

* Assisting with office management functions including stationary orders, printing, assisting with onboarding of new starters (including physical asset management)
* Undertaking reception duties, including greeting visitors, answering queries, and supporting customer service delivery.
* Managing multiple inboxes to triage, prioritise, and action requests effectively.
* Coordinating the collection and dispatch of office assets such as laptops, mobile phones, and other equipment supporting the hybrid work environment.
* Ensuring the office is well maintained, including managing stationery supplies, liaising with service providers, and overseeing minor office tasks.
* Providing logistical and administrative support for meetings and events, including room setup, packing down equipment, and arranging catering or other services as required.
* Managing travel arrangements for staff, including booking travel, processing travel acquittals, and handling associated tasks,
* Supporting the processing of FOI requests the OAIC receives, which may include tracking and registering requests, collating documentation, and maintaining FOI-related records.
* Engaging with internal and external stakeholders to provide accurate and timely responses to queries.
* Monitoring and ensuring compliance with workplace health and safety (WHS) procedures and contributing to the development of a safe working environment.
* Other duties as required.

In addition to the above, we are seeking a candidate who is committed to contributing to a positive team culture and thrives in being proactive in building relationships and contributing to our shared deliverables.

**APS4 Governance Risk and Compliance Officer (non-ongoing role for an initial period of 6 months, possibility of extension – backfilling leave)**

Duties may include:

* supporting the processing of internal Freedom of Information (FOI) requests the OAIC receives under the *Freedom of Information Act 1982*, which may include tracking and registering requests, engaging with FOI applicants and OAIC staff, collating documentation, and maintaining FOI-related records
* coordinate day-to-day administrative activities for the internal Governance, Risk and Compliance team, including but not limited to file creation and searches for documents which are within the scope of requests received under the FOI Act
* develop and maintain productive working relationships with a range of stakeholders on matters affecting FOI across the agency
* assist FOI decision makers by accurately applying the provisions of the FOI Act and FOI Guidelines, applying the relevant exemptions and drafting acknowledgements, consultation requests and statement of reasons as required by the FOI Act in accordance with the FOI Guidelines.
* liaise with business areas to identify relevant documents and consult on proposed exemptions
* assisting with freedom of information law and complaint processes
* undertaking administrative tasks (such as registration of cases to the case management system) and updating the tracker
* other duties as required.

## Security requirements

You must be able to obtain and maintain a 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 Corporate Support Officer role is based in the Sydney CBD. You must be able to attend the OAIC office daily to assist with office management.
* 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

APS4 salary: $75,954 - $80,704 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 and meet required background, identification and character checks.
* 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 a statement of claim of up to 2 A4 pages, addressing your interest, motivation and fit for the role. Your statement should include the use of practical and professional examples as relevant to the role and the job specific capabilities, skills and experience outlined above.
3. Your application form, CV (maximum3 pages) 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 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:

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| --- | --- |
| 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.

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| Recruitment Process – Preference Selections (Please select more than one option if applicable) |
| I wish to be considered for the following roles:  APS4 Enquiries Officer  APS4 Corporate Support Officer (Sydney office-based only)  APS4 Governance Risk and Compliance Officer (non-ongoing role for an initial period of 6 months, possibility of extension) |

### 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 4 pages)  (Including details of two referees, one being my current manager/supervisor) |  |
| Statement of claim of up to 2 A4 pages explaining my interest, motivation and fit for the role, including the skills and experience I will bring to the organisation and the position. |  |
| *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. |  |