**Candidate Information Pack**

Director roles (EL2), multiple positions

Office of the Australian Information Commissioner

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| Job Reference | OAIC-2025-004 |
| Type of vacancy and duration | Ongoing, Full-time |
| Classification | Executive Level 2 |
| Salary | EL2: $136,682 - $155,988 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 Director, Early Resolution and Director, Reviews and Investigations roles: Mark Smolonogov (02) 9942 4243  [Mark.smolonogov@oaic.gov.au](mailto:Mark.smolonogov@oaic.gov.au)  For Director, Early Resolution (Privacy), Director, Investigations and Director, Determinations roles:  Leigh McCarthy (02) 9942 4260  [leigh.mccarthy@oaic.gov.au](mailto:leigh.mccarthy@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).

## Leadership roles in the OAIC

Leadership within the OAIC work as a united team, collaborating and supporting each other and staff in achieving outcomes for the Australian community, and ensuring the agency’s success.

You will demonstrate leadership that aligns with the values of the OAIC, which include:

* Modelling and championing the OAIC’s Guiding Principles (‘4 Pillars’): being proactive, proportionate, purpose-driven and people-focused
* Possessing integrity and demonstrating alignment with the APS Values: Impartial, Committed to service, Accountable, Respectful, Ethical and Stewardship
* Empowering staff to make decisions and supporting a shift to a more harm-focused regulatory approach for the OAIC that considers risk in a proportionate manner and is not risk averse
* Supporting OAIC’s Commissioners to set the strategic direction of the OAIC, communicating that direction internally and externally, and leading your team to deliver on it.

## About The Roles

You will 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.

## Director, Early Resolution (Freedom of Information, Case Management)

The Director, Early Resolution will work as part of the Freedom of Information Case Management team, reporting to the Executive General Manager, Freedom of Information.

Duties include:

* Effectively managing a team undertaking early resolution of incoming applications and complaints in a high-volume environment.
* Managing the assessment of IC reviews/FOI complaints and exercising statutory delegations on behalf of the Commissioner.
* Participating in the development and review of policy, practice and procedure related to the management of IC reviews, FOI complaints and other regulatory activities.
* Providing strategic advice to, and liaising with, the Executive and other sections about the work of the Intake and Early Resolution team as required.
* Other duties as required.

We are looking for a highly motivated individual who enjoys working both independently, and in a team with the following skills:

* Excellent communication, including the ability to communicate effectively by telephone, write clearly and deal with a diverse range of people.
* Strong attention to detail, analytical skills, and the ability to manage a high-volume case load under limited direction.
* Knowledge of, or the ability to quickly acquire knowledge of, the FOI Act and experience in merits review/administrative law processes.
* Experience in mentoring and supervising staff and providing ongoing professional support.

The work you may undertake could include:

* Planning and conducting review of a caseload of more complex Commissioner reviews or complaints
* Delivering high level strategic policy advice in relation to Information Commissioner reviews or complaints
* Working with parties to attempt to resolve Information Commissioner reviews or FOI complaints
* Preparing correspondence, briefs, notices and recommendations and making or drafting administrative decisions in relation to IC review applications or complaints under the FOI Act
* Providing advice in writing, by phone or face to face on the application of the FOI Act and associated legislation including preparing detailed correspondence, reports and other relevant documentation, and liaising with agencies, Ministers and members of the public
* Contributing to the development of policy and office procedures
* Contributing to team and section performance objectives as outlined in the Branch Plan
* Representing the OAIC at external meetings, conferences and forums.

We are seeking applications from candidates with the following skills and attributes:

* Experience in merits review and/or administrative law.
* Knowledge of, or the ability to quickly acquire knowledge of, the *Freedom of Information Act 1982*
* The Panel would look favourably on candidates who also have a tertiary qualification in law

## Director, Reviews and Investigations (Freedom of Information, Case Management)

The Director, Reviews and Investigations will work as part of the Freedom of Information Case Management team, reporting to the Executive General Manager, Freedom of Information.

Duties include:

* Effectively managing a team undertaking intake and early resolution of incoming applications and complaints in a high-volume environment.
* Managing the assessment of IC reviews/FOI complaints and exercising statutory delegations on behalf of the Commissioner.
* Participating in the development and review of policy, practice and procedure related to the management of IC reviews, FOI complaints and other regulatory activities.
* Providing strategic advice to, and liaising with, the Executive and other sections about the work of the Intake and Early Resolution team as required.
* Other duties as required.

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* Excellent communication, including the ability to communicate effectively by telephone, write clearly and deal with a diverse range of people.
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We are seeking applications from candidates with the following skills and attributes:

* Experience in merits review and/or administrative law.
* Knowledge of, or the ability to quickly acquire knowledge of, the *Freedom of Information Act 1982*
* The Panel would look favourably on candidates who also have tertiary qualification in law.

## Director, Early Resolution (Privacy Case Management)

The Director, Early Resolution (Privacy) will work as part of the Privacy Case Management team, reporting to the General Manager, Privacy Case Management branch.

The Director, Early Resolution will:

* Supervise the Assistant Directors and lead the Early Resolution section, undertaking early resolution of privacy complaints in a high-volume environment, and providing support to Intake and Eligibility branch
* Working with staff to resolve complaints including escalated service complaints
* Act as an escalation point to review and clear sensitive and complex correspondence on behalf of team members
* Closely monitor the book of privacy complaints including incoming work volumes to ensure matters are being progressed in a timely way
* Supervise, train, coach and mentor staff to drive outcomes
* Delivering high level strategic advice to Executives and Commissioners in regards to individual complaints, representative complaints, complex complaints and strategic caseload management
* Preparing correspondence as required
* Leading team and section performance objectives as outlined in the Branch Plan
* Collaborating with the General Manager and other Directors managing the PCM branch and privacy complaints including participating in the Complaints Continuum Committee.

## Director, Investigations (Privacy Case Management or Regulatory Action)

The Director, Investigations may work as work as part of either Privacy Case Management or Regulatory Action Division.

**Regulatory Action Division**

The Director Investigations, Regulatory Action division may be responsible for the management of preliminary inquiries, Commissioner-initiated and some high-risk complaint investigations, complex Notifiable Data Breaches (NDB) scheme matters, and contributing to the enforcement of privacy and FOI legislation through legal action.

**Privacy Case Management**

The Director, Investigations Privacy Case Management is responsible for managing and resolving high-risk and complex privacy complaints. You will lead a team of investigators who assess privacy complaints, develop detailed privacy decisions, and facilitate effective resolutions.

The Director, Investigations will:

* Strategically lead and actively project manage a case load of complex investigations to deliver regulatory outcomes, ensuring a high level of forensic detail
* Contribute to and develop the internal investigative capability
* Provide risk-based recommendations and briefings to Executive and Commissioners in relation to strategic decisions and outcomes of investigations
* Develop staff and contributing to a shared knowledge within the division and the OAIC
* Manage the day-to-day work program for the investigations function including:
  + Supervising investigations officers, including undertaking periodic case reviews and quality control exercises
* Identify opportunities for continuous improvement in the management of investigations, including embedding best practices and uniform approaches, and developing and improving guidance materials, handbooks, templates, precedents and policy documents
* Develop efficiencies and setting and meeting appropriate goals, including any required KPIs
* Support the Executive and Commissioners through the provision of high-quality briefs for internal discussion and meetings with the Privacy Commissioner, the Strategic Regulatory Committee and for external engagements, including Senate Estimates and engagement with domestic and international privacy regulators
* Manage the investigation team, including budget, resourcing, recruitment, coaching and mentoring of staff, providing training to staff, and performance management
* Other duties as required.

## Director, Determinations (Privacy Case Management)

The Director, Determinations will work as part of the Privacy Case Management team, reporting to the Executive General Manager, Privacy Case Management Branch of the information Rights Division.

The Director Determinations is responsible for leading a small team who assist the Privacy Commissioner to make determinations and take other regulatory action at the conclusion of an investigation under the Privacy Act.

The Director of Determinations’ duties include:

* leading and mentoring the Determinations Team
* drafting (and overseeing the drafting of) determinations, enforceable undertakings and other instruments in furtherance of the OAIC’s legislative functions and regulatory priorities
* corresponding with parties to an investigation
* working closely with Directors in the PCM Branch to identify trends and systemic issues arising from privacy complaints and investigations and opportunities for process improvements
* providing advice to the OAIC Executive in relation to operational, procedural and staffing matters
* drafting and implementing policies, procedures and guidelines to support the work of the Determinations Team and PCM Branch.

The successful candidate will have:

* experience in leading and motivating staff
* tertiary qualifications in law, or proven experience in interpreting and applying legislation, drafting legal decisions or documents, and conducting legal research
* excellent communication skills and attention to detail
* the ability to think strategically, use initiative and demonstrate sound judgement
* the ability to set priorities and deliver outcomes within time constraints and with limited resources
* the ability to foster strong working relationships with a range of stakeholders.

## Job Specific Capabilities, Skills & Experience

We are seeking applications from candidates who have:

* Experience operating in a regulatory environment
* Knowledge of the *Freedom of Information Act 1982* and the *Privacy Act 1988* or the ability to quickly build this knowledge
* *Highly desirable*:
  + experience working in or with government
  + legal qualifications.

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.

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.

## Security requirements

You must be able to obtain and maintain a Negative Vetting Level 1 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

EL2 salary: $136,682 - $155,988 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.
* Genuine flexibility to help achieve a balance between work and home life.
* Contribution to your wellbeing through subsidies for eye health, flu vaccinations and a wellbeing allowance.
* Additional paid leave over the Christmas to New Year period as well as access to other leave (e.g. for study or moving).
* Access to ongoing professional development, with a capability framework to guide skill enhancement.

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 Negative Vetting Level 1 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.

|  |  |
| --- | --- |
| 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:  ☐ Director, Early Resolution (Freedom of Information Case Management)  ☐ Director, Reviews and Investigations (Freedom of Information Case Management)  ☐ Director, Early Resolution – Privacy (Privacy Case Management)  ☐ Director, Investigations  ☐ Director, Determinations (Privacy Case Management) |

### 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 (aim for a maximum of 2-3 pages)  (Including details of two referees, one being my current manager/supervisor) |  |
| Statement of claim of up to one A4 pages 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. |  |