Candidate Information Pack

# APS 5 and APS 6 Early Resolutions Officers

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| Type of vacancy and duration | Ongoing, Non-ongoing (Temporary), Full-time, Part-time, multiple roles |
| Classification | APS 5 and APS 6 |
| Salary | Total remuneration of up to:   * for APS5 - $96,438 ($79,048 - $86,569 plus 15.4% superannuation) * for APS6 - $110,767 ($87,166 to $95,986 plus 15.4% superannuation) |
| Location | Sydney (interstate candidates will be considered and are encouraged to apply) |
| Contact officer for information | Mr David Stevens, Assistant Commissioner, Dispute Resolution, 02 9942 4116 |
| Email applications to | [jobs@oaic.gov.au](mailto:jobs@oaic.gov.au) |
| Closing date for applications | Monday 11:59pm, 8 August 2022 |

## The opportunity

## *Do you have a strong interest in protecting privacy and want to ensure you develop an extensive and practical knowledge of the Australian Privacy Principles?*

## *Are you keen to gain experience as a conciliator in a human rights environment?*

## *Are you a new solicitor wanting to take the first steps in becoming a privacy lawyer?*

## Our Early Resolution team has multiple entry level and above positions available for individuals interested in working with a federal human rights regulator, including lawyers. Take advantage of this opportunity to join the team at the frontline of safeguarding Australians’ privacy and information rights. These positions will provide the depth of experience and training necessary to move to senior levels within this team, or to move on to investigating complaints, working on Commissioner initiated investigations, administering the notifiable data breach scheme, or drafting determinations.

## About the OAIC

The Office of the Australian Information Commission (OAIC) is an independent Commonwealth statutory agency within the Attorney-General’s portfolio. The OAIC integrates three key functions:

* privacy functions conferred by the *Privacy Act 1988* and other laws
* freedom of information functions, in particular oversight of the operation of the *Freedom of Information Act 1982* (the FOI Act) and review of decisions made by agencies and ministers under the FOI Act
* government information policy functions conferred on the Australian Information Commissioner under the *Australian Information Commissioner Act 2010*.

These three functions give the OAIC a unique perspective that comes from integrating the protection of personal information under the Privacy Act with the broader public interest in the free flow of information and with an individual’s right to access government information under the FOI Act.

## The roles

The Early Resolution team in our Dispute Resolution Branch is the first line in promoting and upholding privacy and access to information rights for the Australian community. The team deals with matters efficiently to bring about resolution for complainants and respondents; conducts conciliations to bring parties together to resolve their issues mutually; and prepares more complex matters for further investigation.

We seek highly motivated individuals who enjoy working both independently and in a team, for dispute resolution roles at the APS 5 & 6 levels.

You will have;

* attention to detail, analytical skills, and the ability to manage a high-volume case load
* excellent communication skills, stakeholder management skills, and the ability to communicate effectively by phone and in person, write clearly and deal with a diverse range of people
* the ability to work strategically in a dynamic regulatory context, and across a rapidly changing technological environment, and
* knowledge of, or the ability to quickly acquire knowledge of, the Privacy Act 1988 and other relevant legislation, and the ability to communicate key concepts from these clearly and effectively.

With regard to particular skills and experience, we are seeking candidates with a range of backgrounds as appropriate to particular teams, including;

* recent graduates
* complaint handling
* compliance case management negotiation and dispute resolution, including experience in alternative dispute resolution
* lawyers

## Assignment of duties

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| --- | --- |
| Title | APS5/APS6 Early Resolutions Officer |
| Reports to | Assistant Director, Dispute Resolution |

## The roles

Working closely with the Assistant Directors and Directors in Dispute Resolution Branch, the role of APS5 and APS6 Early Resolutions Officers includes:

1. Managing an active caseload of privacy complaints
2. resolving disputes between parties to privacy complaints, including through the use of alternate dispute resolution techniques such as conciliation
3. Preparing correspondence and making administrative decisions
4. Contributing to team performance objectives, and
5. Other duties as required.

## Selection Criteria

### *General criteria*

1. Supports strategic direction
2. Achieves results
3. Supports productive working relationships
4. Displays personal drive and integrity
5. Communicates with influence

For more information on the general selection criteria see [www.apsc.gov.au/integrated-leadership-system-ils-aps-5-profile](http://www.apsc.gov.au/integrated-leadership-system-ils-aps-5-profile) and [www.apsc.gov.au/integrated-leadership-system-ils-aps-6-profile](http://www.apsc.gov.au/integrated-leadership-system-ils-aps-6-profile)

## Position location

These positions are based in Sydney, however we encourage and consider applications from eligible members of the community who may be based interstate.

## Remuneration and benefits

Total remuneration package will include:

* at the APS 5 level up to $96,438 (ranging from $79,048 to $83,569 plus 15.4% superannuation)
* at the APS 6 level up to $110,767 (ranging from $87,166 to $95,986 plus 15.4% superannuation)

dependent on your experience, skills and abilities.

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.

Terms and conditions of employment are set out in [OAIC’s Enterprise Agreement 2016 to 2019](https://www.oaic.gov.au/about-us/our-corporate-information/key-documents/oaic-enterprise-agreement-20162019/). Remuneration is detailed in the [Commissioner’s 2022 Determination](https://www.oaic.gov.au/about-us/our-corporate-information/key-documents/oaic-remuneration-determination-2022), with salary progression based on annual assessments of performance and contribution.

## 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 a Baseline level Australian Government security clearance.

## How to apply

* Please complete the attached application sheet as part of your application.
* You are asked to provide a covering letter of up to two pages explaining your interest and the skills and experience you will bring to the organisation and the position, having regard to the eligibility requirements, selection criteria and main responsibilities.
* All items should be sent as one document, including your full resume, to: [jobs@oaic.gov.au](mailto:jobs@oaic.gov.au). Your email should have your name and the position you are applying for in the subject heading.

For more information: visit <https://www.oaic.gov.au/about-us/join-our-team/>

**Closing Date: 11:59pm, Monday 8 August 2022**

More information: visit <https://www.oaic.gov.au/about-us/join-our-team/> or contact;

**David Stevens, Assistant Commissioner, Dispute Resolution  
02 9942 4116 or jobs@oaic.gov.au**

If you are shortlisted, you will be contacted to arrange an interview. If you are not shortlisted, you will be informed by email. We are not usually able to provide feedback to candidates that are not shortlisted.

## 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.

### Vacancy details

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| --- |
| Position |
| *Please indicate with a cross (x) in the check box below, which role(s) you would like to be considered for.* |
| APS 5 Early Resolutions Officer  APS 6 Early Resolutions Officer |

### Personal details

|  |  |
| --- | --- |
| Title |  |
| Given name |  |
| Surname |  |
| Preferred name |  |

|  |  |
| --- | --- |
| 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

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| --- | --- |
| 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. |  |

### 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):

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| --- | --- |
| I have included as one document | ✓ |
| Completed job application form |  |
| A covering letter of up to two pages explaining my interest, motivation and fit for the role, including the skills and experience I will bring to the organisation and the position(s) |  |
| My full resume |  |