**Candidate Information Pack**

General Manager, Privacy Case Management

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| Job Reference  | OAIC-2025-020 |
| Type of vacancy and duration | Ongoing/Non-ongoing, Full-time/Part-time |
| Classification  | Senior Executive Service (SES) Band 1 |
| Salary | Salary will be negotiated with the successful candidate, commensurate with the work level standards at the SES B1 level |
| Location | Sydney CBD (preferred location), however we will consider candidate applications from all other locations within Australia. |
| Contact officer for information | Ashleigh McDonald ashleigh.mcdonald@oaic.gov.au (02) 9297 9355 |
| Email applications to | jobs@oaic.gov.au |
| Closing date for applications | Thursday, 28 August 2025 at 11:59pm AEST |

## 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 Department’s portfolio with responsibility for:

* privacy functions under the *Privacy Act 1988* and the *Digital ID Act 2024,* the *My Health Records Act 2012* and in relation to the Consumer Data Right (CDR) under the *Competition and Consumer Act 2010*
* freedom of information functions, in particular review of decisions made by agencies and ministers under the *Freedom of Information Act 1982*.

## SES leadership roles in the OAIC

SES 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.

SES at the OAIC are expected to lead by motivating and organising people to produce outcomes that make a difference. It is not just about what our SES deliver, but also how they deliver through their teams and networks. This includes encouraging others to innovate and collaborate.

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.

## Teams/functions the role oversees

You will lead a team of professionals responsible for a high volume of individual privacy complaints, which include high-risk and complex matters. The team you will oversee is responsible for progressing individual privacy complaints through to resolution, including via written decision and at times utilising alternative dispute resolution techniques or an investigation pathway.

You will balance priorities and resources across your teams to ensure the best possible delivery of services and alignment with the OAIC’s regulatory priorities.

You will also support and champion case management improvements and work proactively with colleagues in the OAIC to ensure a one-OAIC approach.

## Key relationships

You will be expected to develop and maintain effective and productive working relationships with a broad range of external stakeholders including government agencies, regulators, academia, the private sector and the Minister’s Office. You will also be required to build and maintain strong working relationships across the OAIC, in particular with the Commissioners and SES colleagues and other leaders within the OAIC.

You will represent the OAIC at high levels within and outside government.

You will provide strong leadership, guidance and mentoring to staff within your branch to foster their professional development.

## About the branch

The Privacy Case Management Branch is responsible for case managing individual privacy complaints received by the OAIC through finalisation. This includes engaging with complainants and respondents to make inquiries and gather information and evidence; facilitating alternative dispute resolution; and making decisions on complaints including written determinations made under section 52 of the Privacy Act.

## About The Role

The General Manager, Privacy Case Management is a senior leader role responsible for overseeing the delivery of OAIC’s individual privacy complaints casework in a way that directs resources efficiently and in line with regulatory priorities, and upholds the privacy rights of individuals.

The General Manager will have recognised expertise in public administration and leadership, preferably in the context of overseeing statutory programs. You will need to strategically allocate resources to optimise efficiency and effectiveness, and engage with risk to achieve quality outcomes. The occupant will be accountable for the timeliness of OAIC’s individual privacy complaints handling.

The General Manager will be expert at managing complex and high volume workloads and possess a solid grasp on the principles of administrative law. Practice experience in privacy law, complaints management, casework and alternative dispute resolution will be highly regarded.

Key responsibilities of the role include:

* Ensuring the OAIC’s delivery of services to the Australian community promotes and upholds privacy rights
* Leading, guiding and mentoring teams delivering high volume case work, and fostering professional development and effectiveness
* Exercising sound judgement and applying principles of good administrative decision making, and taking regulatory action strategically to improve compliance
* Providing expert advice to the Executive General Manager and Commissioners on privacy law and regulatory responses
* Developing and implementing systems and processes to support effective and efficient case management, and ensure the delivery of high quality and timely decisions while applying limited resources optimally and sustainably
* Managing internal change that ensures that the wellbeing of OAIC staff is supported as they contribute to the evolution of the agency and delivery of significant initiatives
* Positioning the OAIC to be responsive to emerging risks and to adopt a regulatory posture that aligns with government and community expectations
* Promoting awareness and understanding of the legislative requirements under the Privacy Act and related statutes by contributing to the development of guidance for the regulated sector and the community, and representing the OAIC in external forums
* Developing and maintaining effective and productive networks of relationships across government and with other regulators, academia, private sector and the Minister’s Office, and positioning the OAIC as a trusted regulator
* Contributing to submissions to, and where required represent the OAIC at, parliamentary committees and other forums
* Contributing to the OAIC Executive group including strategic planning, corporate management and budgetary responsibilities, including demonstrating genuine collegiality
* Adhering to and promoting the APS Values and Code of Conduct and acts with utmost integrity and professionalism.

A merit list of suitable candidates will be established and may be used to fill future ongoing and non-ongoing vacancies.

## Job Specific Capabilities, Skills & Experience

We are seeking applications from candidates who have:

* Legal qualifications or extensive experience in policy and/or managing in a regulatory environment requiring an expert level understanding of legislation, or an ability to quickly obtain this knowledge
* Demonstrated experience in the proportionate management of resources to achieve effective and timely regulatory outcomes
* Exceptional leadership skills with the ability to inspire and guide teams, and a demonstrated commitment to developing and empowering staff
* Strong stakeholder engagement experience, including representing organisations externally
* High-level strategic skills
* Demonstrated experience in leading through change
* Experience in managing the development and implementation of organisational policies, programs and approaches to work
* In depth knowledge of the *Privacy Act 1988* and related legislation or the demonstrated ability to quickly acquire this knowledge
* Ability to provide impartial and forthright advice to senior leaders, giving consideration to organisational and government priorities*.*

***Desirable:***

* Extensive experience operating in a casework environment with a legislative basis
* Experience in complaint handling, alternative dispute resolution and investigation, or equivalents
* Legal, management or public administration qualifications (e.g., LLB/ MBA/MPA).

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 Negative Vetting Level 1 security clearance.

## SES Requirements

The [Secretaries’ Charter of Leadership Behaviours](https://www.apsjobs.gov.au/s/external-link?url=https%3A%2F%2Fwww.apsc.gov.au%2Fsites%2Fdefault%2Ffiles%2F2022-08%2FSecretaries%2520Charter%2520of%2520Leadership%2520Behaviours.pdf) sets out the behaviours expected from SES across the APS and apply to senior leadership roles in the OAIC. The behaviours build on the [Integrated Leadership System](https://www.apsjobs.gov.au/s/external-link?url=https%3A%2F%2Fwww.apsc.gov.au%2Fworking-aps%2Faps-employees-and-managers%2Fclassifications%2Fintegrated-leadership-system-ils%2Fils-guide-integrated-leadership-system) and [APS Leadership Capability Framework](https://www.apsjobs.gov.au/s/external-link?url=https%3A%2F%2Fwww.apsc.gov.au%2Finitiatives-and-programs%2Flearning-and-development%2Fleadership-capabilities).

This role is considered an Officer under the *Work Health and Safety Act 2011* and is required to exercise due diligence in complying with the obligations under this Act.

## 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

Salary will be negotiated with the successful candidate, commensurate with the work level standards at the SES Band 1 level.

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.
* 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 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 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 and statement of claim should be collated as one document (where possible) and sent in a single email to: 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 SES 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/classifications/work-level-standards-senior-executive-service)

Your CV should be a maximum of four pages.

## 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 will 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

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| --- | --- |
| 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 and Integrity

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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? |  |
| Have you ever been found by your current employer, or a previous employer, to have breached the APS Code of Conduct as set out in section 13 of the Public Service Act? |  |
| Are you currently the subject of an investigation into a suspected breach of the APS Code of Conduct by your current department/agency? |  |
| Have you ever been the subject of an investigation by another Agency into a suspected breach of the APS Code of Conduct that was not finalised at the time your employment in that Agency ended? |  |

### 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.

### 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:

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| 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.  | [ ]  |