

Candidate pack

Policy and Project Officers – International Strategy and Futures

APS 6

\$83,463 to \$94,255 plus 15.4% superannuation

** The salary listed above is the salary range on commencement. [The ACMA Enterprise Agreement 2020-23](#) came into effect on 17 December 2020 – the salary range listed in the EA will apply from 17 June 2021, as per the [Public Service \(Terms and Conditions of Employment\) \(General wage deferrals during the COVID-19 pandemic\) Determination 2020](#) dated 9 April 2020.*

Full-time, Ongoing
Melbourne, Sydney or Canberra

Reference: A210174 (Position Numbers 2173, 2174, 2175, 2176, 2177)

Team: Various
Branch: International, Strategy and Futures
Division: eSafety Commissioner

Security Clearance: Baseline Vetting

Applications close: Tuesday, 19 October 2021 at 11.30pm AEST

About us

The eSafety Commissioner's (eSafety) purpose is to help safeguard Australians at risk from online harms and to promote safer, more positive online experiences.

eSafety leads and co-ordinates the online safety efforts across Commonwealth departments, authorities and agencies and engages with key online safety stakeholders. It has a broad remit and a powerful combination of functions:

- **Protection** - through our statutory content reporting and removal schemes,
- **Prevention** - through research, education and awareness raising, and
- **Proactive and systemic change** - including working with industry on our [Safety by Design](#) initiative to embed safety protections from inception and throughout the product development lifecycle; engaging in international online safety regulatory discourse and projects; and implementing an innovative new regulatory regime that introduces Basic Online Safety Expectations for online services. This broad remit enables us to address online safety in a multifaceted, holistic and proactive way.

The eSafety Commissioner is an independent statutory office holder supported by staff from the Australian Communications and Media Authority (ACMA). Our employees are engaged under the [Australian Public Service Act 1999](#) and are subject to the terms and conditions of employment in the [ACMA's Enterprise Agreement 2017-2020](#). View the ['Working at the ACMA'](#) document or [visit our website](#) for further details.

Role responsibilities and duties

The ISF branch is seeking several talented and enthusiastic public policy and project professionals to contribute to its strategic objectives across three of its teams. As a policy and project officer, you will be responsible for supporting these teams in:

- **Strategy and Policy**
 - coordinating and drafting policy submissions, speeches and briefings
 - tech future-casting through horizon scanning and managing eSafety's [tech trends public statements](#)
 - supporting the development and implementation of the new Basic Online Safety Expectations and transparency reporting regime for online services
 - leading eSafety's strategic approach to addressing online harms.
- **International Engagement and Capacity Building**
 - raising international awareness and understanding of eSafety's role, remit, functions and strategic direction, and advancing eSafety's international strategic priorities
 - cultivating relationships with regulatory counterparts in other countries, and with relevant international bodies and stakeholders
 - working with and assisting other nations to develop online safety capabilities
 - providing strategic policy advice and recommendations on international online safety policies, initiatives, guidelines and frameworks
 - coordinating eSafety's international engagements and responses to international discussions, inquiries and initiatives.
- **Industry Affairs and Engagement**
 - managing and coordinating eSafety's engagements with industry
 - providing support across teams on their industry information-gathering needs
 - providing subject matter expertise across the structures, systems, standards and processes employed by sectors across the digital ecosystem to address and mitigate against online risks and harms
 - undertaking advocacy work to improve stakeholder compliance with regulatory obligations
 - increasing eSafety's reach into new sectors and industry alliances and bodies

- managing and delivering the Safety by Design initiative by working across sectors and the entire digital ecosystem to embed user safety and rights as core business objectives.

Our ideal candidate

We are seeking a number of talented and enthusiastic public policy and project professionals to contribute to eSafety's strategic priorities, nationally and internationally.

Our ideal candidates will have an interest in online safety policy matters, industry and stakeholder engagement and strategic projects. You will need to enjoy a challenge, be passionate about making a difference and willing to work collaboratively and flexibly in an evolving and fast-paced environment.

You should be interested in shaping complex policies and keeping abreast of initiatives and research relating to online harms and the governance and regulation of digital environments. You will have excellent verbal and written communication skills, including the confidence to explain complex matters in a clear, concise and persuasive way to a range of stakeholders, and an ability to cultivate strong relationships with them.

The digital industry regulatory environment can be volatile and unpredictable. You will have experience in responding positively in uncertain, fast-paced and high-pressure environments and a demonstrated ability to be flexible with change and uncertainty. Our ideal candidates will show resilience in solving problems and achieving objectives even when confronted with competing demands, and will balance priorities and deliver projects within tight timeframes. They will be self-driven, supportive team-players capable of working independently and with others and passionate about making a difference.

Eligibility

To be eligible for employment with eSafety, applicants must be an Australian citizen.

Successful candidates must be able to obtain and maintain a Baseline level security clearance or hold a current security clearance of an appropriate level. More information on the security clearance vetting process is available on the [Australian Government Security Vetting Agency \(AGSVA\) website](#).

Applicants must also agree to undergo a valid police check prior to commencement.

How to apply

If you consider your skills and abilities match the requirements of the job and this sounds like the opportunity you are looking for, we want to hear from you.

Our [online careers portal](#) will guide you through the application and submission process.

Your application will need to include:

- your resume
- the contact details of two current/recent referees
- a 'statement and response' telling us how your skills, knowledge, experience, and qualifications make you the best person for the job, and an indication of your preferred team in the ISF Branch.

Your resume

Your resume should be no more than two to four pages. Include the following:

- **Personal details:** Name, contact email and mobile number. Use your personal email address so we can contact you at any time.
- **Education:** Provide details of any relevant education and qualifications.
- **Work experience:** List your career details in chronological order, starting with your most recent employment, and outline the responsibilities and achievements relating to your experiences. Indicate dates and explain any gaps in time.
- **Other experience:** Briefly mention any relevant extra-curricular activities or volunteer/community work, and what you may have gained from these.
- **Referees:** Give the details of two professional referees who can validate and support your application. It is important to remember that a good referee is someone who:
 - knows your abilities
 - can comment on your suitability for the role
 - can discuss details of your work performance.

Your referees should include your current supervisor and may be contacted at any stage of the process. It is important that you advise them of your application and that you are confident they will support it.

Your statement and response

Your statement should not exceed 750 words and must cover why you are the right person for the position. We want to know:

- why you want to work in this role
- how your skills, experience and qualifications can benefit us.

Try not to duplicate information in your resume but highlight specific examples or achievements that will demonstrate your ability to perform the role.

You may like to structure your examples for point 1) using the problem, action, result (PAR) method:

- **Problem (situation/issue):** Describe a specific problem, situation or issue that occurred where you had the chance to demonstrate your skills.
- **Action:** Describe the action you took to address or resolve the problem.
- **Result:** Describe the outcome of your actions, including what you learned, what you might do differently, and if the result impacted your organisation or team.

You do not need to use a different example for each of the skills required in this role; you could use one example that covers several of the skills and values we are seeking.

Contact us

If you have any questions or need any more information about these roles, please contact:

Ella Serry

Manager, International Engagement and Capacity Building

03 9963 6930

Ella.serry@esafety.gov.au

Role Details:	
Role	Policy and Project Officers, International, Strategy and Futures
Classification	APS 6
Section	Various
Branch	International, Strategy and Futures
Date	September 2021
Position context	<p>The International, Strategy and Futures (ISF) Branch is focused on emerging issues and challenges in the digital environment; national and international digital policies and initiatives; strengthening eSafety's impact across borders; and the delivery of strategic projects.</p> <p>The ISF is seeking to bring on board a number of talented and enthusiastic public policy professional to contribute to the Branch's strategic objectives across three of its teams. As a policy and project officer, you will be responsible for supporting these teams in:</p> <ul style="list-style-type: none"> • Strategy and Policy <ul style="list-style-type: none"> ○ coordinating and drafting policy submissions, speeches and briefings ○ tech future-casting through horizon scanning and managing eSafety's tech trends public statements ○ supporting the development and implementation of the new Basic Online Safety Expectations and transparency reporting regime for online services ○ leading eSafety's strategic approach to addressing online harms. • International Engagement and Capacity Building <ul style="list-style-type: none"> ○ raising international awareness and understanding of eSafety's role, remit, functions and strategic direction, and advancing eSafety's international strategic priorities ○ cultivating relationships with regulatory counterparts in other countries, and with relevant international bodies and stakeholders ○ working with and assisting other nations to develop online safety capabilities ○ providing strategic policy advice and recommendations on international online safety policies, initiatives, guidelines and frameworks ○ coordinating eSafety's international engagements and responses to international discussions, inquiries and initiatives. • Industry Affairs and Engagement <ul style="list-style-type: none"> ○ managing and coordinating eSafety's engagements with industry ○ providing support across teams on their industry information-gathering needs ○ providing subject matter expertise across the structures, systems, standards and processes employed by sectors across the digital ecosystem to address and mitigate against online risks and harms ○ undertaking advocacy work to improve stakeholder compliance with regulatory obligations

- increasing eSafety’s reach into new sectors and industry alliances and bodies
- managing and delivering the Safety by Design initiative by working across sectors and the entire digital ecosystem to embed user safety and rights as core business objectives.

To see you succeed in these roles, you will have experience working on complex policies, strong organisational and project management skills, excellent writing and communications skills, stakeholder engagement experience and a knowledge of online risks and harms.

You will need to enjoy a challenge, be passionate about making a difference and willing to work collaboratively and flexibly in an evolving and fast-paced environment.

Role Overviews

As Policy and Project Officer, you will be expected to:

- work collaboratively across teams and sectors and liaise with stakeholders, nationally and internationally, on public policy issues and strategic projects
- respond to changing priorities and needs in a fast-paced and rapidly evolving landscape
- develop objectives for short-term tasks and support strategic planning for longer-term initiatives, and support delivery of projects within tight timeframes
- support eSafety’s strategic, international and industry engagements by providing high quality policy and project support to Managers and Assistant Managers on key projects
- support and maintain relationships with stakeholders and partners across government, industry and internationally
- provide accurate, clear, concise and persuasive policy and technical advice on existing and emerging issues, technologies and trends
- maintain an understanding of domestic and international legislation, policy frameworks and other online safety initiatives
- undertake external environment analysis and scanning, nationally and internationally, to provide advice on public policy and regulatory policy design
- assist with implementing and maintaining team, section and broader eSafety databases
- assist in the development of draft reports, briefing papers, speeches, submissions, position statements, Ministerial correspondence and discussion papers for review by management and executive level employees.

Role Functions

Business:

- Ability to undertake systematic analysis to support the team and branch strategic priorities.
- Ability to understand the work environment and provide strategic advice to supervisors and managers on work objectives.
- Ability to monitor project progress, adjust plans as required and see projects through to completion.
- Strong written communications skills, including capacity to write policy documents, reports and briefings within tight timeframes.
- Strong oral communications skills and demonstrated experience of tailoring communication style and messages accordingly, as well as actively listening to others and checking to ensure their views have been expressed and understood.

Leadership:

- Demonstrates strategic focus, sound judgement, intelligence and common sense.
- Values individual differences and diversity with a commitment to collaborating within a team.
- Willingness to contribute own expertise to achieve outcomes for the work area and to build on the expert knowledge and skills of others.
- Demonstrated ability to work collaboratively and as an effective team member and horizontally across functions.
- Proven capacity to take personal responsibility for meeting objectives and progressing work.
- Commitment to learning and self-development, and a willingness to accept challenging new opportunities.

Specialist / Technical:

- Demonstrated skills and experience in public policy and evidence-informed policy development.
- Strong interpersonal skills, including cultural awareness, so that you can establish and maintain good working relationships internally and externally.
- Ability to build and sustain relationships, focused on facilitating cooperation and partnerships.
- Awareness of strategic international political, economic, social and technical developments and an ability to identify and articulate current and future international policy and practical/operational implications.

Essential

- Valid police check prior to commencement.

Desirable

- Knowledge, experience or a keen interest in online safety practice and policy, including engaging with the tech/social media industry.
- Qualifications and experience in social sciences, policy, law, technology, human rights, international relations or related fields.