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[www.wgea.gov.au](http://www.wgea.gov.au)

# Application package

<b>Position number:</b>	31052
<b>Position title:</b>	Reporting Support Officer
<b>APS Level:</b>	APS 3
<b>Position status:</b>	Non-ongoing role (4 months – March to end of June 2022), Full time (or part-time, WGEA is committed to flexible working arrangements)
<b>Salary range:</b>	Salary from \$62,729 to \$67,653 plus 15.4% Superannuation
<b>Closing date:</b>	Midnight, Wednesday 9 <sup>th</sup> February 2022
<b>Contact Officer:</b>	Steven Douek, Data and Technology Executive Manager
<b>Contact number:</b>	(02) 9432 7000

This application package includes:

- Information on how to prepare your application and the selection process.
- A position description.

## About the Agency

The Workplace Gender Equality Agency (WGEA/Agency) is the Australian Government's key agency charged with promoting and improving gender equality for both women and men in Australian workplaces, including through the provision of advice and assistance to employers and the assessment and measurement of workplace gender data. The Agency is established by the *Workplace Gender Equality Act 2012* (Act).

The Agency has two distinct functions: a regulator and influencer. In its regulatory role, the Agency administers the Act which requires all private sector employers with 100 or more employees to report against six gender equality indicators, which have been developed to address the most pressing contemporary challenges to gender equality in Australian workplaces.

As an influencer the Agency seeks to educate and influence positive change in Australian workplaces by promoting informed, evidence-based public discussion and understanding of gender equality, collaborating strategically to build strong relationships between the Agency and its stakeholders, using the Agency's data-rich research to position it as the leading source of information and advice on workplace gender equality issues.

Further information about our Agency is available at [www.wgea.gov.au](http://www.wgea.gov.au)

# How to prepare your application

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## Eligibility to apply

Applicants must be an Australian citizen and be eligible to apply for baseline security clearance.

## Diversity

The Agency values the contributions of people with different backgrounds, experiences and perspectives.

The Agency encourages and welcomes applications from people of all genders, Indigenous Australians, people with disability, people from culturally and linguistically diverse backgrounds and mature-age people.

You can tell us in your application or when called in for interview if you need any adjustments to help you participate equally in the selection process.

## Questions about the position

The contact officer is available to answer any questions you have about the position. You will find their contact details on page one of this application package.

## Lodging your application

Your application should be emailed to [recruitment@wgea.gov.au](mailto:recruitment@wgea.gov.au).

## Late applications

Late applications will not be accepted unless exceptional circumstances exist.

## Preparing your application

You should include the following information in your application:

- **Personal details** including your contact details.
- A **summary** of your work experience.
- A **statement** outlining how your skills, experience and qualifications will help you to meet the requirements of the role. This will help the selection panel make an informed assessment of your suitability.
- Details of two **recent referees** including your current or most recent supervisor (we will seek your permission before we contact your referee)
- Any further relevant information.

## Selection Panel

A selection panel (usually three people) will be formed to consider all applications and to develop a shortlist of applicants for further assessment. This assessment can take many forms but will usually include a face to face or video interview and could also include a short practical exercise.

## Availability for interview

If you are shortlisted for an interview you can expect at least two days' notice. If you are not short-listed for interview, you will be notified in writing.

Interviews are planned to occur **Mid February 2022** with offers expected to be made **within two** weeks of interview. Role is expected to commence beginning of March.

# Position description

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## Purpose of the position

The Reporting Support officer works collaboratively in the Frontline Support team to provide first level technical support and advice on how organisations comply with their reporting requirements under the *Workplace Gender Equality Act 2012 (Act)*. This includes guidance on how to submit reports using our Customer Relationship Management (CRM) system, dealing with enquires, basic system administrative and maintenance tasks associated with the CRM platform and working across multiple communication channels to field and address support cases

The Data and Technology's team purpose is to provide end to end oversight and management of the data collection, management and analysis activities; engaging organisations through the reporting process, processing the outputs and providing meaningful insights to tell compelling stories.

This role provides provide reporting organisations with exceptional service levels across a multi-channel support operation and builds positive working relationships with both colleagues and external stakeholders using a respectful, proactive, solution-based approach.

## Expected outcomes and accountabilities

This position reports to the Data and Technology Executive Manager (under general supervision of the Technology Platform Lead) and is accountable for:

- providing professional multi-channel customer support as they relate to the Agency's reporting functions.
- interpreting information provided by reporting organisations and communicating with them to provide information and advice relating to applying the reporting requirements of the *Workplace Gender Equality Act 2012*.
- assisting in the maintenance of accurate information in the Agency's Customer Relationship Management system about relevant employers, contacts, reporting hierarchies and other relevant data.
- assisting the team with the management, coordination, and quality preparation of customer support communications.
- contributing to other Agency projects as required.

## Expected capabilities

The Reporting Support Officer will contribute to the Agency capability by being able to:

- demonstrate sound judgement based on established procedures and protocols.
- demonstrate experience in providing quality customer services through excellent internal and external customer service skills. This includes developing plans, objectives, clarifying expectations and deadlines; keeping clients informed on progress; providing prompt and professional outcomes for clients.

- apply developed written and verbal communication skills which include the demonstrated ability to confidently present messages in a clear, concise manner and to tailor communication style to suit the audience.
- demonstrate previous CRM experience (Salesforce desirable)
- demonstrate computer literacy including an intermediate level of experience using MS Office software (Word, Excel, PowerPoint, Outlook), and databases.
- demonstrate interpersonal skills and the ability to collaborate with and maintain strong relationships with a broad cross-section of stakeholders.
- demonstrate an understanding or ability to rapidly gain an understanding of the relevant reporting requirements for public sector and compliance reporting
- work independently and flexibly, with limited supervision, analysing and using some judgement to select an appropriate course of action in a busy office environment. This includes taking a proactive approach and personal responsibility for accurate and timely completion of work.
- work with limited supervision, analysing and using some judgement to select an appropriate course of action in a busy support environment. This includes taking a proactive approach and personal responsibility for accurate and timely completion of work.
- adopt a principled approach and adhere to the APS Values and Code of Conduct.
- Baseline security clearance or the ability to obtain clearance.

## The Agency

### We are looking for team members who are:

- committed to supporting and delivering change in Australian workplaces.
- able to engage with the future direction of the Agency
- sound decision makers that exercise sensible judgment.
- flexible and adaptive to meet immediate needs and future challenges.
- able to establish their integrity and commitment to transparency and accountability in all they do.
- team oriented with energy and a determination to succeed.
- able to demonstrate a principled approach to the APS Values and Code of Conduct, acting professionally and ethically at all times.

### We offer

Our staff are key to our success and are encouraged to be adaptable and collaborative. We offer

- a culture that values innovation and is committed to achieving results
- opportunities to work on agency wide projects and collaborations
- flexible working arrangements and excellent working conditions

attractive salary packages, including generous superannuation and a range of other benefits.