



SES Band 1, Chief Learning and Communications Officer

Ongoing/Non-Ongoing – Full time

Job reference: 25_14

VACANCY DETAILS	
Job reference	25_14
Position number	141688
Position title	Chief Learning and Communications Officer
Classification	SES Band 1
Location	Canberra / Flexible
Employment Type	Ongoing or non-ongoing, full-time with flexible working arrangements available subject to negotiation
Salary range	A competitive remuneration package (including notional 15.4% superannuation) will be negotiated with the successful candidate.
Security clearance	The successful candidate must be able to obtain and maintain a Baseline security clearance or hold a current security clearance of an appropriate level.
Contact officer	Kate Wandmaker
Vacancy closing	Wednesday, 7 January 2026

About the Parliamentary Workplace Support Service

The Parliamentary Workplace Support Service (PWSS) is an independent, trusted HR and support service. We partner with Parliamentarians and their employees to achieve cultural change within Commonwealth Parliamentary Workplaces (CPWs). With us, you will undertake meaningful and rewarding work.

The PWSS provides a wide range of human resource services for Parliamentarians and their staff including work health and safety services, recruitment support and advice on general employment matters, development and delivery of bespoke training, coaching and education. In addition, the PWSS provides 24 hour independent and confidential support services, for all Commonwealth parliamentary workplace participants.

More information about the PWSS is available on our [website](#).

Our People and Culture

The PWSS is a friendly and inclusive workplace. We are outcomes focused and promote the Behaviour Codes and Standards and APS Values in collaboration with our colleagues across Commonwealth Parliamentary Workplaces and the APS.

We value and champion the experiences, skills and perspectives of all employees. At the PWSS we support flexible work, including job-share, and encourage applicants from diverse backgrounds, cultures, and those with caring and parenting responsibilities to apply so we better represent the community that we serve.

We aim to increase our representation of Indigenous Australians and people with disability by having accessible processes, policies and practices, as well as utilising affirmative measures and the [RecruitAbility scheme](#).

What we offer

- **Competitive Remuneration:** Begin your journey with remuneration that reflects your skills and experience, setting the stage for a prosperous career.
- **Supportive Team Culture:** Join a team where collaboration is key, and support is always at hand. We are committed to creating an environment where you can thrive.
- **Inclusive Workplace:** At PWSS we celebrate diversity. Your unique background, skills, and perspectives are not just welcomed but essential to our collective success.
- **Personal Development:** Take advantage of our career development opportunities, tailored to help grow and excel in your career. These are designed to meet the professional needs of both the agency and the individual. We invest in your future because your success is our success.
- **Flexibility:** We understand the importance of work-life balance, offering flexible working arrangements to support your needs.
- **Exceptional Facilities:** Working at Australian Parliament House comes with benefits, including free undercover parking, access to an onsite gym, pool, cafes, hairdressers, Westpac Bank, post office, physiotherapist and more.

About the branch

The Chief Learning and Communications Officer (CLCO) Branch is responsible for providing a broad range of learning and development advice and services to the clients of the PWSS, Parliamentarians and Members of Parliament (Staff) Act 1984 (MoPS Act) Employees. It also provides communications, media, data analytics and strategic governance services for the PWSS and supports the Independent Parliamentary Standards Commission (IPSC).

About the role

As a key member of the PWSS executive, the Chief Learning and Communications Officer (CLCO) leads services which allow the agency to function efficiently and effectively and deliver on its priorities. The CLCO is responsible

for overseeing the agency's data analytics, communications and media, PWSS Academy, and strategic functions. The position also provides support to the IPSC Commissioners, ensuring they can conduct their investigations independently. In leading these functions, the CLCO supports effective delivery of business outcomes, enhances organisational performance, and supports the overall strategic objectives of the PWSS.

The role requires an effective leader with significant change management experience, who can gain others trust and respect to build and guide a cohesive, highly skilled team.

The CLCO works to the Deputy Chief Executive Officer and provides high level advice to the Chief Executive Officer (CEO) and other key stakeholders. Informed by a keen sense of risk, and with the PWSS reputational front of mind, the CLCO plays a critical role in shaping the organisational culture, governance and operational strategy. This role requires an effective leader with a proven ability to work collaboratively. To be successful, you will demonstrate a strong strategic focus and have excellent stakeholder relationship skills.

Effective collaboration and engagement with a wide range of stakeholders regarding sensitive matters in a politically charged environment will be a core feature of the role.

Key responsibilities:

Reporting to the Deputy Chief Executive Officer, the key duties of the role include:

- Leading internal and external communications and media activities including to promote the activities and reputation of the PWSS.
- Delivering a comprehensive and effective education program (PWSS Academy) for parliamentarians and their staff.
- Providing exemplary support to the Independent Parliamentary Standards Commission (IPSC).
- Leading the data strategy and functions of the agency and ensuring related legislative requirements are met.
- Leading the agency's approach to risk, governance and mandatory reporting as well as engagement bodies (e.g. Advisory Board and Audit and Risk Committee).
- Driving, modeling and advocating a collaborative and innovative performance culture for the agency.
- Providing high-level guidance to the Minister, CEO, Deputy CEO and IPSC Commissioners.
- Representing the PWSS at a range of forums and when meeting with parliamentarians, their staff and other stakeholders.
- Supporting the ongoing delivery of strategic outcomes and events for PWSS in collaboration with other branches and parliamentary departments.

Desirable skills, experience & qualifications

- Proven senior leadership experience in building organisational capabilities and sustainability
- Extensive knowledge and experience in at least one of the following areas:
 - communication and media approaches and strategies
 - delivery of adult education programs or similar
 - leading data projects in a complex environment, or
 - governance, risk and accountability
- Relevant qualifications will be highly regarded.

Our ideal candidate

Our ideal candidate will clearly demonstrate their ability to:

Leadership and Accountability

- Provide comprehensive leadership and strategic direction, ensuring communication, media and data functions are responsive to the changing requirements of the agency and its clients.
- Provide advice to the CEO and Deputy CEO in line with strategic goals and corporate objectives of the agency.

Job Context and Environment

- Be independent, impartial, and apolitical, and be seen as such.
- Lead the improvement and revision of relevant systems and policies to ensure efficient, effective operations.

Independence and Decision-making

- Have strong strategic judgement, anticipate and establish priorities, and deliver intended results in a dynamic working environment.
- Represent the organisation with confidence and credibility to negotiate, advocate, and influence positive outcomes within a politically and culturally sensitive environment.

Stakeholder Management

- Have highly developed communication skills with a demonstrated ability to drive cultural change.
- Undertake stakeholder engagement, collaboration and negotiation with parliamentarians, senior executives, and other agencies.

Management Diversity and Span

- Oversee the establishment and ongoing delivery of high-quality communications, data IPSC support, strategic and education functions for the PWSS.

The Secretaries' Charter of Leadership Behaviours sets out the behaviours Secretaries expect of themselves and SES and want to see in leaders at all levels of the APS. Regardless of classification, you will be expected to model and champion the behaviours outlined in the [Secretaries Charter of Leadership Behaviours - DRIVE](#).

Eligibility

- This role is being advertised as both ongoing and non-ongoing. The role may be offered as either ongoing or non-ongoing subject to business needs and/or candidate preference. Where a non-ongoing position is offered, the role will be filled as a specified term vacancy for an initial period of up to 12 months.
- Under section 22(8) of the Public Service Act 1999, employees must be Australian citizens to be employed in the Australian Public Service (APS) unless the Agency Head has agreed otherwise, in writing.
- Candidates must be independent, impartial, and apolitical, and must be seen as such. A private interest disclosure form must be completed prior to an offer being made to disclose any material personal interests that may or may appear to influence a candidate's ability to discharge their responsibilities as an APS employee.
- Successful applicants will be required to undergo the process to obtain and maintain or continue to hold the required security clearance level for the role as indicated. All staff are required to have a minimum baseline security clearance prior to commencement.
- Successful applicants will be required to undergo a mandatory National Co-ordinated Criminal History check (NCCHC).
- The Parliamentary Workplace Support Service believes that a diverse and inclusive workplace, where people can bring their authentic whole self to work each day, is critical for supporting cultural change in Commonwealth parliamentary workplaces. We strongly encourage applications from people of diverse backgrounds and experiences.

How to apply

If this opportunity sounds like it is right for you, then we invite you to submit an application through the PWSS's [careers](#) page on our website.

Your application will include:

- A 750-word pitch;
- A current CV, with a maximum of three pages;
- The details of at least two referees, one of which must be your current or most recent manager; and
- Your personal details.

If you are experiencing any difficulties submitting your application, please contact the Corporate Team via email at PWSSCorporate@PWSS.gov.au prior to the closing date.

RecruitAbility scheme

The RecruitAbility scheme applies to all PWSS vacancies. RecruitAbility encourages the employment of people with disability in the Australian Public Service (APS). You will be asked to indicate if you wish to opt into the RecruitAbility scheme in the Diversity section of the application form. You must tick the 'opt in' box to participate in the scheme. Details about the RecruitAbility scheme can be found on the [APSC website](#).

Privacy

The PWSS recognises and respects your privacy. Information supplied for this selection process will be handled in accordance with the Agency's [Recruitment Collection Notice](#).

Who to contact

For more information about the role, please contact Kate Wandmarker on 02 6277 9851 or email Kate.Wandmaker@PWSS.gov.au.

Frequently asked questions

What is RecruitAbility?

RecruitAbility is a scheme that aims to attract applicants with disability.

Under the [RecruitAbility scheme](#) you will be invited to participate in further assessments if you choose to apply under the scheme, declare that you are a person with [disability](#) and meet the minimum requirements for the advertised vacancy. More information about the RecruitAbility scheme can be found by visiting the [APSC Website](#).

Merit remains the basis for engagement and promotion.

Can I request reasonable adjustment(s)?

Our application form provides the opportunity to request and detail any reasonable adjustment(s) to ensure you can successfully partake in any and all stages of the assessment process.

We will facilitate reasonable adjustments to ensure that you can participate equitably in the recruitment process. Reasonable adjustments are not limited to persons with a disability. For example, reasonable adjustments may include additional time to complete recruitment tasks, accessible computer hardware and software, or individual needs relating to illness or injury. Please discuss your needs with the contact officer at any stage of the recruitment process. Requests will be managed sensitively and confidentially.

If you are the successful applicant, information on workplace adjustments required will be gathered as part of our onboarding process.

How will my application be assessed?

Your application will be assessed against the requirements of the job. Once the entire applicant pool has been assessed, the committee will create a shortlist of applicants. If your application is shortlisted, you may be asked to undertake further assessment.

What other assessment will I have to undertake?

Your application will be assessed on your ability to demonstrate that you can perform in the role, outlined in the Candidate Information Pack and in line with the relevant classification level. If your application is shortlisted, you will be progressed to a second phase of assessment.

We may use a variety of techniques to assess candidates. These may include:

- Interviews - held in person, by phone or video (MSTeams)
- Work sample tests

Your referees may also be contacted at any stage of the assessment process to validate your claims. We encourage you to advise them that you have applied for a role at the PWSS. You should feel confident that they will be able to support your application.

Am I able to request feedback?

Post-selection feedback is an integral part of all merit-based recruitment activities. Individual assessments are available to applicants upon request through the contact officer provided to applicants following the finalization of the selection process.

How do I withdraw my application?

If you have submitted an application, but no longer wish to be considered for the position, you need to withdraw your application via email to PWSSCorporate@PWSS.gov.au. Once you withdraw your application you will be unable to re-submit it without contacting PWSSCorporate@PWSS.gov.au.

If you withdraw your application after the closing date, please inform the Contact Officer using the contact officer details located on the first page of this Candidate Information Pack.

What is a merit pool or merit list?

An Order of Merit (merit list or merit pool) can be created as part of a selection process and be used to fill similar vacancies for 18 months from the date the original vacancy was advertised in the Gazette (APSJobs). If there is a ranked *order of merit (list)*, then applicants are listed in order of suitability (first, second and so on). The first offer of employment must be made to the highest ranked applicant. Any subsequent offer of employment using the merit list to fill the same or a similar vacancy must follow the ranking.

If there is a *merit pool*, offers of employment must first be made to candidate(s) in the highest group (example, *highly suitable* and *suitable*). The first offer of employment is made to the most suitable person remaining in the pool, assessed against the requirements of the vacancy. Any subsequent offer of employment is made to the most suitable applicant remaining in the pool, assessed against the requirements of the same or a similar vacancy to be filled. More information can be found on the [APSC website](#).

Merit pool sharing

The merit pool established through this recruitment process may be shared with other APS agencies at the discretion of the PWSS.

How long does the onboarding process take?

Following the recruitment process, if you are rated suitable and offered a position with the PWSS you will undergo pre-employment checks consisting of a Conflict-of-Interest Declaration form, National Criminal History check, security clearance confirmation, super eligibility and Australian Citizenship, prior to a formal offer being issued.

The onboarding timeframes can vary from 3-4 weeks, depending on your security clearance status. PWSS Corporate team will be in regular contact with you throughout the process.