

**Chief People Office Branch****Executive Level 1, Assistant Director, Workforce Strategy**

Ongoing & Non-ongoing, Full-time or Part-time

[Job reference: 24_01](#)

VACANCY DETAILS

Job reference	24_01
Position number	141145
Position title	Assistant Director, Workforce Strategy
Classification	Executive Level 1
Branch	Chief People Office
Team	Workforce Strategy
Location	Canberra
Salary range	\$122,240 - \$157,501 per annum + 15.4% employer super contribution
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	Emma Carlin - (02) 6277 9802
Vacancy closing	Sunday, 10 November 2024 at 11:59 PM AEDT

Eligibility information

- 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.
- 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 PWSS staff are required to have a minimum baseline security clearance prior to commencement.
- Successful applicants will be required to undergo a mandatory National Criminal History check.
- This position is restricted to Aboriginal and/or Torres Strait Islander applicants. The filling of this vacancy is intended to constitute an affirmative measure under Section 31 of the Australian Public Service Commissioner's Directions 2022.

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 (CPW). 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.

Our terms and conditions of employment are governed by the Public Service (Terms and Conditions of Employment) (Parliamentary Workplace Support Service) Determination 2024 (the Determination). This Determination applies the terms and conditions of the [Department of Finance Enterprise Agreement 2024-2027](#) (Finance EA).

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 APS Values and 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](#).

Ways of working

To achieve our purpose and vision, we recognise that our approach to our work is as important as what we do:

- **Professionalism and Integrity:** We uphold APS values by demonstrating ethical leadership, maintaining independence, and ensuring trust and confidentiality in all interactions.
- **Collaboration and Tailored Solutions:** We work together with colleagues and clients to deliver customised, purpose-driven solutions that address unique needs while fostering open communication and diverse perspectives.
- **Continuous Improvement and Wellbeing:** We are committed to continuous learning, adapting to change, and prioritising the wellbeing of all stakeholders, driving better outcomes through feedback and a culture of accountability.

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

Chief People Office (CPO) Branch

The Chief People Officer (CPO) Branch is responsible for providing a broad range of human resources advice and services to the clients of the PWSS- Parliamentarians and Members of Parliament (Staff) Act 1984 employees. This includes development of policies and advice on human resource matters during the employment life cycle, development and delivery of training to address identified capability gaps and development of policies, advice and services related to work health and safety and wellbeing in the workplace. The Branch is also responsible for the 24-hour independent and confidential support services provided to participants of Commonwealth Parliamentary Workplaces (CPWs).

About the team

The Workforce Strategy section is a small and collaborative team responsible for spearheading the development of client-facing HR policies, workforce strategy and culture, inclusion and diversity, and overseeing the resolution of complaints and complex people management issues. We work closely with our colleagues within the Chief People Officer Group to drive innovative and high-quality solutions.

About the role

This is an exciting Executive Level 1 opportunity for a highly motivated and solutions focused HR practitioner with policy development, inclusion and diversity, and workforce strategy experience. You will exercise a considerable degree of independence and professionalism in dealing with changing priorities, and highly confidential and complex matters. Your transferable skills and collaborative workstyle will contribute to the exemplary HR and support services the PWSS provides to Commonwealth parliamentary workplaces.

Key responsibilities:

- Providing accurate and specialist advice in relation to complex and/or sensitive HR matters
- Development of culture, diversity and inclusion strategies, action plans, and supporting initiatives
- Development of workforce strategies and activities to attract, retain and support our clients
- Management of complains
- Supporting delegates in review of action cases
- Interpreting and applying knowledge of the *Parliamentary Workplace Support Service Act 2023* and *Members of Parliament (Staff) Act 1984*
- Collaborating with other HR and support specialists within the PWSS
- Developing HR policies and overseeing associated consultation and communication strategies
- Referrals to trauma-informed care
- Other duties as required

Our ideal candidate

Key skills and capabilities include:

- Excellent research, analytical and problem-solving skills
- Exceptional communication including policy writing skills
- Strong interpersonal skills and ability to have difficult conversations
- Ability to work independently and under limited direction
- Demonstrated high standards of ethical behaviour
- Competent stakeholder management practice
- Strong attention to detail
- Ability to thrive in an agile and fast-paced environment

The [APS Work Level Standards \(WLS\)](#) detail five characteristics that contain general statements about the broad job requirements, and operating context for each classification level. The PWSS is seeking candidates who possess the following job specific skills and attributes aligned to the corresponding WLS.

Additionally, 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](#).

Leadership and Accountability

- Provide expertise across a range of activities, including complex people management issues, complaint handling, policy development, and inclusion and diversity initiatives.
- Ability to thrive in an agile and fast-paced environment under broad direction.
- Demonstrated high standards of ethical behaviour.
- Promote a client focused culture within the team and agency.

Job Context and Environment

- Ability to work within established legislative and policy frameworks, including the Parliamentary Workplace Support Service Act 2023, Members of Parliament (Staff) Act 1984, and Commonwealth Members of Parliament Staff Enterprise Agreement.
- An ability to undertake duties, including policy development, complex people management issues, strategy development, and inclusion and diversity activities in a complex and unique operating environment.

Independence and Decision-making

- Work with a level of independence, under broad direction, with a concurrent need to resolve issues and deliver quality outcomes.
- Communicate and make decisions that are based on professional judgement, evaluating risks and in the context of a complex and changing environment.
- A strong ability to research, analyse and problem-solve on complex people management and policy matters.

Stakeholder Management

- Engage and collaborate with key stakeholders, including parliamentarians and Members of Parliamentary Staff (MOPS) employees, to identify opportunities, achieve outcomes and facilitate cooperation.
- Promote the agency's business objectives through key strategic relationships with range of stakeholders.
- Strong interpersonal skills and the ability to have difficult conversations.
- Competent stakeholder management practices.
- Exceptional verbal communication, including report and policy writing skills.

Management Diversity and Span

- Coordinate and undertake detailed and sensitive projects that impact on the operational outcomes of the agency.
- Build capability in a team environment and share relevant knowledge and skills with colleagues.

Desirable skills, experience & qualifications

Candidates with experience in complaint handling and/or policy development will be highly regarded.

How to apply

If this opportunity sounds like it is right for you, then we invite you to apply 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 to PWSSCorporate@PWSS.gov.au prior to the closing date.

Application pitch

The PWSS application process will require you to submit a pitch of no more than 750 words. Your pitch is your opportunity to tell us why you are the right candidate for the role, why you want to work for us, and what you can contribute.

When planning your pitch, you should take into consideration the role, key duties and attributes reflected in the "About the role" and 'Our Ideal Candidate' sections and capabilities required in alignment with the [Work Level Standards and Integrated Leadership System \(ILS\) profile](#).

Your pitch should be written in an easy-to-read font and simple, consistent format. Build on information found in your resume by highlighting specific examples or achievements that will demonstrate your ability to perform the role.

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](#).

Affirmative Measures – Indigenous evidence

In line with evidence requirements for Affirmative Measures – Indigenous positions, the PWSS will require all applicants progressing past initial shortlisting to supply evidence that they are Aboriginal and/or Torres Strait Islander.

Acceptable evidence includes:

- a letter signed and executed by the Chairperson of an incorporated Aboriginal or Torres Strait Islander organisation confirming that they are recognised as an Aboriginal or Torres Strait Islander person, or

- a confirmation of Aboriginal or Torres Strait Islander descent form executed by an Aboriginal or Torres Strait Islander organisation.

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 Emma Carlin on (02) 6277 9802 or Emma.Carlin@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)?

If you identify as a person with disability, 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 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?

Jobs in the Australian Public Sector are classified according to expected levels of work and responsibility. For information about the expected capabilities and behaviours required, see the APS work level standards and the Integrated Leadership System (ILS) on the APSC website.

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 may be progressed to a second phase of assessment.

Please note, interviews may not be undertaken for this recruitment process.

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 via PWSSCorporate@PWSS.gov.au.

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 second page of this Candidate Information Pack.

What is a merit pool or merit list?

A 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.

What are the PWSS salary and conditions?

Our terms and conditions of employment are governed by the Public Service (Terms and Conditions of Employment) (Parliamentary Workplace Support Service) Determination 2024 (the Determination). This Determination applies the terms and conditions of the [Department of Finance Enterprise Agreement 2024-2027](#) (Finance EA) to all non-SES PWSS employees (APS1 to EL2).

The salary range will also be listed on the advertisement. Salaries are adjusted annually throughout the life of the agreement.

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.