



Recruitment and Selection Guide– MOP(S) Act

Recruitment

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Introduction

The purpose of the Recruitment and Selection Guide (the guide) is to provide parliamentarians and their authorised officers with a comprehensive guide on how to undertake a recruitment process using best practice principles. Following the recommended guidance ensures that recruitment decisions are well-informed, and in alignment with the office's workforce needs, culture, values, and objectives. This approach enhances the attraction of a diverse pool of candidates, promotes fair and effective selection processes, ultimately leading to the hiring of the most suitable candidate for the role.

The guide aims to address key information to assist recruitment activity. Where a specific recruitment need is not covered within the guide, an employing parliamentarian or authorised officer can discuss their circumstances with the PWSS on 1800 747 977 (option 2) for tailored guidance.

Governance Framework

The guide is developed in accordance with the:

- [Members of Parliament \(Staff\) Act 1984](#)
- [Determinations and Directions made pursuant to the MOPS Act](#)
- [Commonwealth Members of Parliament Staff Enterprise Agreement 2024-27](#) (the Enterprise Agreement)
- [Fair Work Act 2009](#)
- [Parliamentary Business Resources Framework](#)

Recruitment and Selection Process

Understanding the recruitment process will help to plan and prepare for each stage, ahead of time. The recommended 'best practice' recruitment process has five stages. A recruitment process flowchart is included at **Attachment A**.



1. PLAN

Planning involves scoping the recruitment needs by understanding and reviewing the position the office is seeking to fill. This important first step allows for a proactive approach to create a structured, efficient, and strategic hiring process that benefits the office and the candidates. By clearly defining the role and requirements, the employing parliamentarian or authorised officer ensure the recruitment efforts align with the office goals, leading to improved hiring outcomes and highly effective teams.

Before advertising the vacancy, it is important to first consider the following:

1.1 Employment type

Employees can be engaged via one of the following employment types:

Employment type	
Ongoing	Ongoing employees must be employed wholly or partly against an established position on a full-time or part-time basis, up to the limit of hours prescribed for the position.
Non-ongoing	<p>Prior to proceeding employing parliamentarians or authorised officers are encouraged to contact HR Advice on 1800 747 977 (option 2) for information and guidance on limitations to non-ongoing employment under the Fair Work Act 2009.</p> <p>Non-ongoing employees may be engaged against an established position and/or the Electorate Support Budget (ESB) on a full-time or part-time basis. Noting:</p> <ul style="list-style-type: none"> • each period of engagement is separate and must not exceed more than 12 months, or one extension (whichever is shorter) against an established position, and • a cessation date cannot go beyond the end of the financial year if employed against the ESB. <p>Section 333E of the FW Act states that non-ongoing contracts cannot be extended or renewed:</p> <ul style="list-style-type: none"> • beyond a maximum contracted period of 2 years; or • more than once (even if the total contracted period is less than 2 years). <p>Contract extensions must not be entered into with non-ongoing employees where they contravene these new provisions of the FW Act.</p> <p>For further information, refer to the information on the MaPS website.</p>
Casual	<p>Casual employees may be engaged against an established position and/or the ESB, or a combination of both, to work hours as required from time to time by the employing parliamentarian. Each casual contract must not exceed 12 months.</p> <p>For further information, refer to employing a casual employee on the MaPS website.</p>

1.2 Office structure

In accordance with the [Members of Parliament \(Staff\) \(Employment Arrangements\) Determination 2025](#), a parliamentarian may employ electorate officers against one of the office structures outlined in the table below, noting:

- a parliamentarian can substitute a position at a lower classification for any EOB or EOC position,
- additional EOB positions are available to parliamentarians with additional offices,
- parliamentarians can assign more than one part-time employee against the same position when the total combined hours per week does not exceed 38 hours.

Office structure options	
Option 1	1xEOC position 2xEOB positions 2xEOA positions
Option 2	4x EOB positions 1xEOA position

1.3 Remuneration and allowances

The level of remuneration provided to electorate and personal employees, including salary, allowances and other benefits, reflects an expectation that these employees will be required to work reasonable additional hours over and above their ordinary hours.

The classification structures and salary pay points are stipulated within the attachments in the [Enterprise Agreement](#).

Additional hours of work as specified in clause 38 of the [Enterprise Agreement](#), are recognised and compensated through:

Allowance type	Allowance amount
Personal staff allowance clause 39 - 39.13 of the EA	Personal employees are allocated an allowance that aligns with their classification as per Attachment D of the Enterprise Agreement .
Electorate staff allowance clause 41 - 41.3 of the EA	Parliamentarians can allocate up to a set amount of ESA allowance across all electorate employees required to work additional hours, not exceeding the allowances caps for the office.
Nominated Traveller Allowance (NTA) clause 40 - 40.6 of the EA	Electorate employees who are the nominated traveller are entitled to a Nominated Traveller Allowance (NTA), equivalent to 12 points of ESA. Nominated Travellers receiving NTA may be allocated an additional 1-6 points of ESA, depending on their Parliamentarian's circumstances.
Private-Plated Vehicle allowance (PPVA) clause 30 of the EA	Senior personal employees with the classification of Senior Adviser one-five, and who meet the eligibility requirements are entitled to be provided with a private-plated vehicle for private or business use or receive a private-plated vehicle allowance (PPVA) of \$25,082 per annum. <i>Noting</i> part-time employees working less than 30 hours and 24 minutes per week the PPVA will be paid pro rata.

2. ADVERTISE

2.1 Job description design

A well-crafted outline of the position will assist in attracting the right candidates to apply for the vacancy. A job description should clearly define the duties and expectations required of the position, including the skills, capabilities, qualifications, experience and behaviours. This can also guide candidates to whether a position may be a good fit for them, and whether they may be able to complete the inherent requirements of the role.

The job description should be considered as a marketing tool and representation of the office, culture and purpose. Successful recruitment campaigns with well drafted job descriptions often attract higher number of applications.

2.2 Job description details

When the employing parliamentarian or authorised officer determines the duties and responsibilities required for the role being advertised, it is recommended the following information is included:

- duties, responsibilities and expectations
- mandatory or desirable qualifications, skills and experience
- probation, security clearance requirements and police history checks
- salary, [employment type and full-time or part-time position](#)
- any additional [allowances](#) which may apply to the role
- work location and travel requirements
- contact officer name and contact details

A job description library, including duties and responsibilities is available at **Attachment B** to assist in the job description design phase. The job description library examples may be used as a guide, tailoring the job overview to include the specific duties and skills required to perform the advertised role.

2.3 How to advertise

Advertising for ongoing positions	Advertising for non-ongoing and casual positions
Complete the ongoing job description using the template at Attachment C .	Complete the non-ongoing job description using the template at Attachment D .
Forward the draft job description to the PWSS HR Advice team .	It is recommended the PWSS HR Advice review the job description prior to advertising.
PWSS HR Advice team will review the job description and arrange online advertising for ongoing positions on the nominated media platforms. <i>Note jobs should be advertised for a minimum of 14 days and a maximum of 30 days.</i>	Advertising on online media platforms for casual or non-ongoing positions should be organised and managed by the office.
Offices may also place up to three online media ads for each vacant electorate officer position and up to four online media ads for each vacant personal employee position without debit to the office budget.	Offices may place up to three ads for each vacant electorate officer position and up to four ads for each vacant personal employee position and claimed as an office expense . It must meet the requirements specified in the Parliamentary Business Resources Regulations .
Commonly used advertising platform options include: LinkedIn, CareerOne, CareerHub, Indeed and SEEK.	

3. ASSESSMENT

After advertising and before assessment of applications, the employing parliamentarian or authorised officer are provided the opportunity to review the candidate list.

For ongoing positions, once the advertised vacancy closes, the PWSS HR Advice team will email all applications to the nominated contact officer.

For non-ongoing and casual positions, the contact officer can obtain the packaged applications directly from the provider upon request.

3.1 Shortlist

Shortlisting is the process of reviewing a candidates resume and application to determine whether they can demonstrate the required level of capability that merits further assessment or an offer of employment.

Having two or more people assess candidates allows for diverse perspectives, leverages their expertise, resulting in robust and defensible recruitment outcomes. Those involved should have a thorough understanding of the role, along with the specific needs and expectations of the parliamentarian and their office.

Section 8(3) of the MOPS(s) Act provides that a parliamentarian or authorised officer must, before employing a person to perform a particular role, assess whether the person has the capability to perform the role.

3.2 How to shortlist

- Assess each application against the duties and requirements outlined in the job description.
- It is best practice to rate and record the shortlisting outcome using the [assessment template](#).
- In cases of a low number of submitted applications, it may be possible to assess the preferred candidate on their application and [reference checks](#) without the requirement for further assessment. Reference checks are **strongly recommended** to confirm and validate a potential employee's suitability for the advertised role
- For applicant pools with a higher number of submitted applications, it is best practice to assess suitability via one of the further assessment options outlined in the next section.

Using the candidate outcome notification template at **Attachment E**, it is best practice to notify candidates who have not been shortlisted before progressing to the next stage of the recruitment process (e.g. further assessment).

3.3 Further assessment

It is best practice to incorporate further assessments into the recruitment process that promote fairness and consistency. This can be achieved by:

- Creating an accessible, inclusive and culturally safe environment for candidates to participate. Ask candidates if they require reasonable workplace adjustments or assistance to participate in the assessment. For further information, please refer to the [Reasonable Workplace Adjustments](#) webpage.
- Determining the most suitable assessment platform. Assessments can be conducted in person, over the phone or via video conferencing tools. For cost reimbursements related to interviews, refer to [travel for interviews](#). An invitation template is available at **Attachment E**.
- Incorporating qualitative assessment measures to remove conscious and unconscious bias. This may include using consistent assessments and evaluation criteria for every candidate.

One or more of the following assessment methods may be considered:

3.3.1 Structured interview

Interviews are a great opportunity to meet a candidate, determine if they possess the required capabilities to perform the role and ensure that they are a good fit for the office.

Depending on the role, the interview can include a combination of behavioural and situational (hypothetical) questions. To assist the employing parliamentarian or authorised officer, examples of interview questions are available in the interview question library at **Attachment F**.

The interview question library offers flexibility to tailor questions according to the specific capabilities, duties, and requirements for each role. Whether assessing leadership, cultural fit, technical expertise, or problem-solving skills, these examples can improve the quality of the interview process and support informed hiring decisions.

Using a uniform set of questions for all positions may not yield consistent quality responses, especially for roles with distinct skill sets. Therefore, interview questions should be specifically tailored to the unique requirements and seniority level of each role.

The employing parliamentarian or authorised officer may like to include an overarching statement at the commencement of an interview, advising that any interview responses containing sensitive or personal information should be delivered in a manner that de-identifies the organisation/office or individuals being referenced. This is particularly pertinent for current MOP(S) Act employees who may reference examples from their current office, which could contain confidential information.

3.3.2 Work sample testing

Work sample testing allows candidates to demonstrate their skills through a practical demonstration of their capabilities.

Examples of work sample tests include:

- prepare a legislative summary or brief from a political perspective demonstrating judgement and knowledge of the subject and the Australian parliamentary and political system
- prepare a speech demonstrating an ability to write persuasively, tailor content to different audiences, and convey complex ideas clearly
- draft a response to a hypothetical constituent inquiry demonstrating communication skills, ability to address concerns empathetically, and knowledge of parliamentary procedures
- undertake research on an article relevant to the employing parliamentarian and present findings demonstrating the ability to gather information, present information clearly, and an understanding of parliamentary issues
- develop a response plan for a hypothetical crisis affecting the electorate, outlining steps to address the issue and communicate with the public demonstrating strategic planning, critical thinking and applying practical solutions, analytical and communication skills
- prepare briefing materials and agendas for the MP's meetings with constituents, stakeholders, or other officials demonstrating stakeholder awareness, diplomacy, organisation, time management, the ability to research, and written and verbal communication skills.

3.4 Conduct a reference check

Incorporating [reference checks](#) as a critical step in the recruitment process is strongly recommended, even if the candidate is currently a MOP(S) Act employee. A reference check may offer independent insights into a candidate's suitability for the role by verifying their capabilities, skills and behaviours. A reference check will also allow for clarification of points discussed during assessments and may validate claims made by the candidate in their resume, application, or interview.

3.4.1 Obtain referee details at application stage of the recruitment process

At the interview stage, confirm with the candidate the referee details provided in their application are correct and always request permission from the candidate to contact their referees. Referees are usually past or current supervisors of the candidate, but they can also be anyone who is able to provide written details about the person's character, education or suitability for the role.

The employing parliamentarian or authorised officer is encouraged to advise the candidate prior to contacting referees to confirm any special considerations that may need to be made.

3.4.2 Decide what to ask the referee

Before contacting the referee, the employing parliamentarian or authorised officer should determine the appropriate questions. Are there any aspects of the candidate's application or interview which need verification? Are there any concerns about the candidate's suitability that the referee may be able to provide clarification on?

The employing parliamentarian or authorised officer may use the [referee template](#) to assist with compiling reference questions, ensuring that the questions within the 'Skills and Capability' section align with the role specific requirements and classification.

3.4.3 Contact the referee

Think about the best format and time to contact the referees. The most efficient way is to send the request for a reference check via email and provide a copy of the [referee template](#) at the same time. For some referees, you may need to consider an alternative format and schedule a time to discuss.

Reference checks can be verbal, with the employing parliamentarian or authorised officer documenting conversations and confirming with the referee that the information gathered has been accurately reflected.

3.5 Select a preferred candidate

The employing parliamentarian or authorised officer may use the information collected through resume, further assessment and reference checking to rate and record the assessment outcome. The [assessment template](#) may be used to assist selecting the preferred candidate.

The assessment of candidates should be based on professional merits and their capabilities and skills pertinent to the job role, and removing personal attributes such as gender, caring responsibilities, and other individual circumstances from the assessment decision making process.

In line with procedural fairness, it is best practice to provide candidates with the opportunity to respond to any adverse allegation raised through the reference check process prior to an outcome being determined.

Examples of an adverse allegation:

- the candidate often missed deadlines and struggled to manage their workload effectively. This led to delays in project completion and increased pressure on the team
- there were instances where the candidate displayed unprofessional behaviour, such as arriving late to work and not adhering to company policies.

Consider the candidate's response to any adverse allegations to determine the candidate's suitability to perform the role and the final recruitment outcome.

4. ENGAGE

Make a verbal offer to the preferred candidate, if the verbal offer is declined, select the next most suitable candidate from the process. Once a verbal offer is accepted, advise the candidate a formal letter of offer will be issued.

4.1 What is a letter of offer?

A letter of offer is a document sent to a successful candidate to formally confirm an offer of employment. This document outlines the terms and conditions of employment and requests additional information. This includes:

- Information on how to complete the online [employment contract](#)
- required pre-employment documentation, such as:
 - Tax File Number Declaration
 - Proof of Identity
 - National Policy History Check
 - Employee Personal Particulars
 - Superannuation Options
- declaration of any Conflict of Interests

- employment forms guide
- the job description (included as an attachment).

The successful candidate is advised to review the offer of employment and associated terms and conditions before considering acceptance.

4.2 Issuing the letter of offer

Before issuing a letter of offer, the employing parliamentarian or authorised officer determine any required pre-employment checks, salary, appropriate allowances and review the duties of the role.

For further information on salary setting, classification structures and pay scales see the attachments within the EA.

Using the letter of offer templates provided, the employing parliamentarian or authorised officer can issue the employee with an offer of employment via email, and include information on the role specifications, agreed pre-employment checks, link to the digital contract, job descriptions and employment forms guide.

- [Ministerial Staff letter of offer template](#)
- [Non-Ministerial letter of offer template](#)

Prior to the nominated commencement date, the employee must:

- formally accept the offer of employment by returning the acceptance of offer document via email to the employing parliamentarian or authorised officer
- complete the digital contract and submit the necessary pre-employment forms

4.3 Candidate outcome notification

It is recommended the employing parliamentarian or authorised officer formally notify all candidates of their application or assessment outcome.

When candidates are formally notified that they are unsuccessful, they should be provided with a contact person if they would like to request feedback. The written record of the assessments may be used to provide meaningful and constructive feedback to candidates.

Notification should be sent to candidates during the following stages of recruitment:

- unsuccessful at shortlisting
- invite to further assessment
- unsuccessful at further assessment

An initial phone or face to face discussion with the suitable candidate/s is recommended before issuing an official invite to attend further assessment or a formal offer of employment.

It is recommended that prior to formally notifying candidates who are unsuccessful at further assessment, that you make a verbal offer to your preferred candidate. In the instance that they decline the offer, you can select another candidate who has been assessed as having the capability to perform the role.

Candidate outcome notification templates are available at **Attachment E**.

4.4 National Police History check

It is expected that all new employees undertake a National Police History Check (NPHC), unless otherwise determined by their employing parliamentarian. For employees who are required to undertake a NPHC, their employment is subject to passing this Police Check.

The [National Police History Check \(NPHC\) Application/Consent form](#) is included in the new employee contract packs and must be completed and returned to MaPS with the completed employment agreement. For further information, refer to the [National Police Checks](#) on the [MaPS website](#).

4.5 Probation

It is strongly recommended that all new ongoing and non-ongoing employees undertake a probation period, as this provides an opportunity to check that an employee is suitable for the role they have been hired to perform.

For ongoing employees, the standard probation period is three months. It can be extended by a maximum of two months, by providing notice in writing to the employee prior to the expiry of their initial probation period. Non-ongoing employees can be employed with a maximum probation period of three months, with no option of probation extension.

The employee's employment is subject to satisfactory completion of their probation period specified on and from the commencement date unless the employer waives probation. Probation should be waived for an existing Commonwealth employee (including an existing MOP(S) Act employee), who has already completed a probationary period, unless their duties are substantially different to their previous duties.

5. ONBOARD

Once the digital employment contract is submitted by the employee, a copy is sent to the employee for their records, and another is emailed to the employing parliamentarian or authorised officer for review and approval.

The parliamentarian or authorised officer reviews the contract and forwards this onto MaPS at MOPSpayconditions@finance.gov.au clearly specifying their approval.

Salary payments for employees cannot be processed until MaPS receives the completed and signed employment agreement, accompanying documentation and approval. In addition, prior to employment documentation being submitted and processed, employees cannot:

- travel or attend training;
- obtain a Parliament House pass (APH); or
- access ICT networks (e.g. APH network).

If you have any questions or if the employee needs assistance completing the required employment forms, please contact the MaPS Help Desk on (02) 6215 3333 (Option 3).

Make arrangements for the employee's first day and induction. For further information, please refer to [New employees | Ministerial and Parliamentary Services](#) and [Employee Induction Checklist](#) on the [MaPS website](#).

Definitions

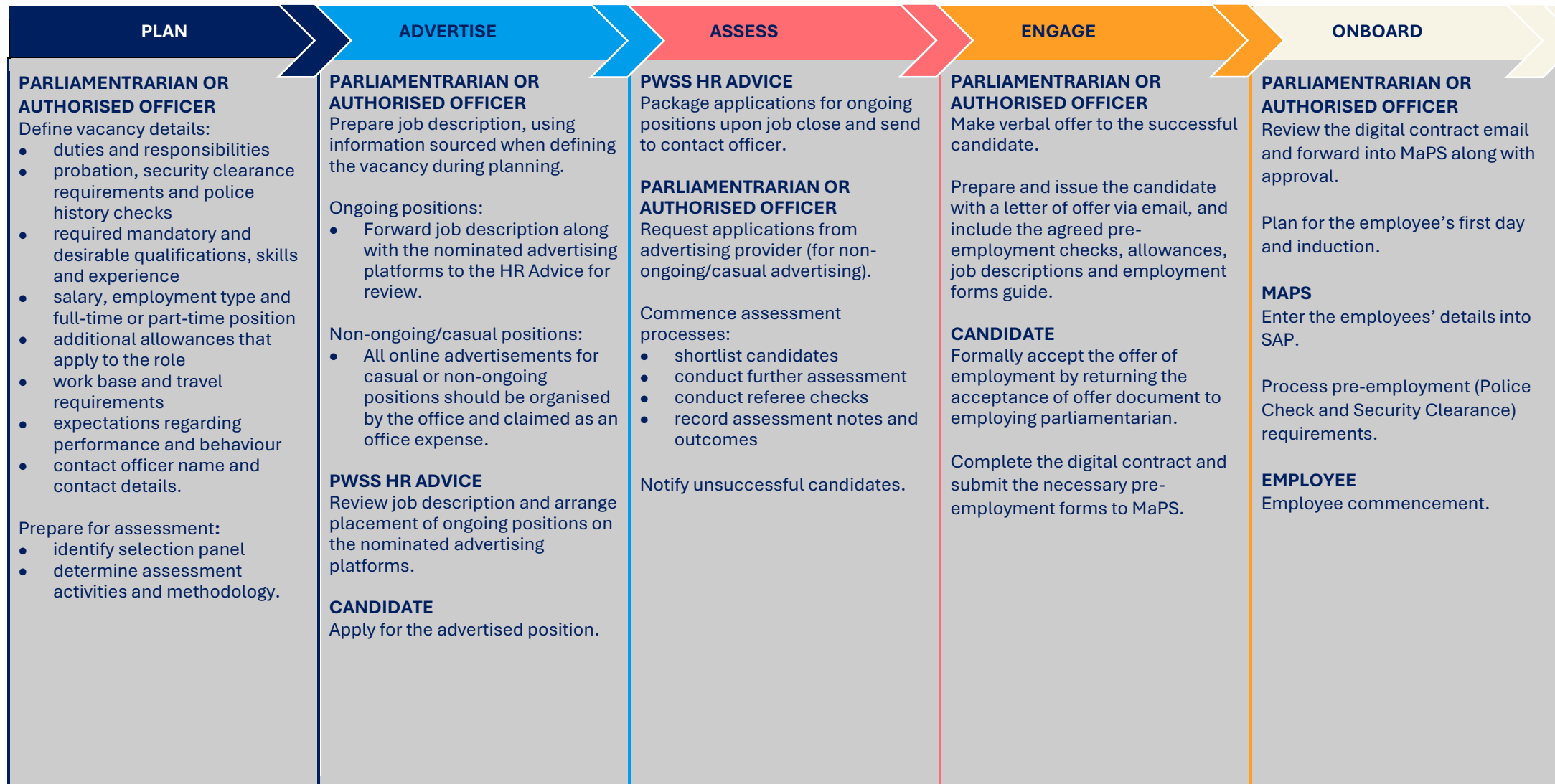
In this recruitment and selection guide, the terms have the following meanings:

Terms	Definition
Additional hours	Hours of work over and above the ordinary hours of duty as specified in clause 37 of the EA , including travel on official business.
Authorised officer	An individual whose parliamentarian has delegated specific authorisations to such as approving leave or managing office expenses.
Candidate	A person who applies for an advertised vacancy.
Classification	Classifications in Attachment A, B and C of the EA .
Commencement date	The date in which an employee commences employment.
Electorate employee	A person employed by a parliamentarian under subsection 11(1) of the MOP(S) Act .
Electorate support budget	The annual budget provided to all parliamentarians to allow for the travel of electorate employees and the employment of relief electorate employees.
Employing parliamentarian	A parliamentarian who employs a person under the MOP(S) Act .
Established position	A personal or electorate position allocated to a parliamentarian under arrangements approved by the Prime Minister or Minister.
Parliamentary Business Framework (PBR)	The principles-based framework governing parliamentarians' work expenses, where parliamentarians must ensure that work expenses for parliamentary business are consistent with the obligations under the PBR Act .
Personal employee (Ministerial)	A person employed by a Minister under subsection 11(2) of the MOP(S) Act .
Personal employee (non-Ministerial)	A person employed by an office-holder other than a Minister under subsection 11(3) of the MOP(S) Act .

Resources

1. **Assessment template**
<https://www.pwss.gov.au/sites/default/files/Assessment%20template.docx>
2. **Candidate reference checking template**
<https://www.pwss.gov.au/sites/default/files/Reference%20checking%20report%20template%20.docx>
3. **Letter of offer template for Ministerial Staff**
<https://www.pwss.gov.au/sites/default/files/Letter%20of%20offer%20template%20-%20Ministerial%20Staff.docx>
4. **Letter of offer template for non - Ministerial Staff**
<https://www.pwss.gov.au/sites/default/files/Letter%20of%20offer%20template%20-%20Non%20Ministerial%20Staff.docx>

Attachment A - Recruitment process flowchart



Attachment B - Job description library

Role	Key duties	Skills and experience
Chief of Staff	<ul style="list-style-type: none"> The Chief of Staff's primary function is to provide strategic team leadership and high-quality advice and support to the Parliamentarian across policy, staff management and political matters. The Chief of Staff is responsible for: <ul style="list-style-type: none"> leading and managing a dynamic team, solving complex problems, executing challenging projects, crafting strategic communications and coordinating diverse stakeholders. providing advice and support to the Parliamentarian on parliamentary matters including legislative processes and parliamentary business. advising and supporting the Parliamentarian on a variety of negotiations, meetings and consultations. providing oversight of strategic communications and political work across the offices. setting clear expectations, role modelling respectful behaviour and promoting a safe, respectful and inclusive workplace culture. Regular interstate and Canberra travel may be required for this role, with occasional irregular work hours, particularly during parliamentary sitting weeks. As a key member of the team, role model respectful behaviour and promote a safe, respectful and inclusive workplace culture. Other duties as required to support the Parliamentarian and the effective operation of the Electorate Office. 	<ul style="list-style-type: none"> Ability to build and maintain professional working relationships with a range of stakeholders. Demonstrated experience in working in a high-pressure environment as part of a team. Developed knowledge of the political process and the Australian parliamentary and political system. Demonstrated capacity to apply analytical, negotiation and problem-solving skills in developing and proposing solutions for complex issues. Ability to liaise with stakeholders in relation to the preparation of policy and legislative documents. Ability to analyse and prepare reports, papers, policy statements, briefing notes and statistical information. Proven proactive and effective leadership and management capacity in demanding professional circumstances. Demonstrated professional integrity and the ability to exercise discretion and maintain confidentiality. A respectful demeanour when engaging with office staff and constituents.
Senior Adviser	<ul style="list-style-type: none"> Provide high quality, expert and timely advice on priority, complex and sensitive policy, public administration and political issues. As a key member of the team, role model respectful behaviour and promote a safe, respectful and inclusive workplace culture. Provide internal leadership to office staff. 	<ul style="list-style-type: none"> Demonstrated experience in providing advice on a wide range of policy, administrative and political matters. Developed knowledge of the political process and the Australian parliamentary and political system.

- Maintain effective relationships with stakeholders on all priority, complex and sensitive issues in a constructive, collaborative manner that upholds the values of the office.
- Ensure that the resources of the office are effectively utilised to provide high level and appropriate advice and support to the Parliamentarian.
- Assist in policy initiatives and research into the development of strategic policy responses.
- Liaise with stakeholders to identify key issues in relation to policy requirements.
- Provide advice and support on parliamentary matters including Question Time, legislative processes and parliamentary business.
- Provide advice and support on policy issues in a wide variety of negotiations, meetings and consultations.
- Liaise constructively with stakeholders in relation to the preparation of policy and legislative documents.
- Analyse and prepare reports, papers, policy statements, briefing notes and statistical information on policy and related matters
- Provide input into communications and political advice as required.
- Regular interstate and Canberra travel may be required for this role, with occasional irregular work hours, particularly during parliamentary sitting weeks.
- Other duties as required to support the Parliamentarian and the effective operation of the Electorate Office.
- Ability to rapidly acquire a good knowledge of the structure and functions of the office.
- Outstanding organisational and time management skills.
- Ability to prioritise and manage multiple and competing work tasks to deliver to agreed deadlines.
- Demonstrated experience in working in a dynamic environment as part of a team, as well as successfully managing staff and leading by example.
- Demonstrated professional integrity and the ability to exercise discretion and maintain confidentiality.
- Demonstrated capacity for applying analytical and problem-solving skills in developing solutions for complex issues.
- Proven reliability in meeting deadlines and commitments especially in high pressure situations.
- A respectful demeanour when engaging with office staff and constituents

Senior Media Adviser

- Manage the delivery of media and communications for diverse events and programs.
- Develop media operations and media relations plans and strategies for significant events.
- Work with stakeholders to develop strategies and implement communications for major events.
- Develop and deliver media and social media materials and develop effective working relationships with media outlets.
- Demonstrated experience in leading and coordinating end to end communications campaigns and projects with a focus on planning and implementation of media requirements for events and initiatives.
- Demonstrated experience in event management, including media relations, operations/logistics and public communication.
- Demonstrated experience in the development of marketing and media communications material, including media releases, media and stakeholder briefings, key messages and social media, co media content

- Maintain the integrity of the office brand and reputation by providing well-thought-out and sound media advice.
- Develop and deliver proactive and reactive media strategies and associated materials to inform the public of government milestones, events and programs.
- Maintain strong relationships with key stakeholders, internal and external, to deliver engaging content that highlights essential parliamentary information.
- Promote, support and maintain a safe, respectful and inclusive workplace culture.
- Regular interstate and Canberra travel may be required for this role, with occasional irregular work hours, particularly during parliamentary sitting weeks.
- Other duties as required to support the Parliamentarian and the effective operation of the Electorate Office.

and strategies, and working directly with the media to deliver event communications.

- Maintain current knowledge of the office agenda in an environment which is subject to rapid change and development with potential impacts to event planning and implementation.
- Ability to balance your role and responsibility when delivering essential information.
- Ability to work within tight timeframes and deal with competing priorities.
- Demonstrated professional integrity and the ability to exercise discretion and maintain confidentiality.
- A respectful demeanour when engaging with office staff and constituents.

Adviser

- Provide expert and timely advice on priority, complex and sensitive policy, public administration and political issues.
- Under the direction of the Chief of Staff, maintain effective relationships with the Prime Minister's Office, other Ministerial Offices and the Australian Public Service on all priority, complex and sensitive issues.
- Assist in policy initiatives and research into the development of strategic policy responses.
- Liaise with stakeholders as directed to identify key issues in relation to policy requirements.
- Provide advice and support on parliamentary matters including Question Time, legislative processes and parliamentary business.
- Monitor and advise on legislative and policy developments in Australia and overseas.
- Provide advice and support on policy issues in a wide variety of negotiations, meetings and consultations.
- Liaise with the Australian Public Service in relation to the preparation of policy and legislative documents.

- Demonstrated experience in providing advice on a wide range of policy, public administration and political matters in a public, non-profit or private sector organisation.
- Ability to communicate effectively and liaise with electorate offices and the community, including varied constituencies.
- Experience in the processes of planning, organising and implementing research.
- Demonstrated experience in working in a high-pressure environment as part of a team.
- Sound knowledge of the political process and the Australian parliamentary and political system.
- Demonstrated capacity for applying analytical and problem-solving skills in developing solutions for complex issues.
- Ability to rapidly acquire a sound knowledge of the structure and functions of the portfolio.
- Proven reliability in meeting deadlines and commitments especially in high-pressure situations.
- Demonstrated professional integrity and the ability to exercise discretion and maintain confidentiality.

- Analyse and prepare reports, papers, policy statements, briefing notes and statistical information on policy and related matters and significant portfolio initiatives.
- Provide input into communications and political advice as required.
- Promote, support and maintain a safe, respectful and inclusive workplace culture.
- Regular interstate and Canberra travel will be required for this role, with occasional irregular work hours, particularly during parliamentary sitting weeks.
- Other duties as required to support the Parliamentarian and the effective operation of the Electorate Office.
- A respectful demeanour when engaging with office staff and constituents.

Media Adviser

- Prepare and provide timely, high-quality written material including media releases, speeches, and talking points.
- Maintain effective relationships with the media.
- Monitor news media, press conferences and social media platforms, ensuring that the Parliamentarian is appropriately briefed on emerging matters of public interest.
- Support the Senior Media Adviser and collaborate with other advisers in the Parliamentarian's office on public-facing engagements.
- Plan and manage media events.
- Promote, support and maintain a safe, respectful and inclusive workplace culture.
- Regular interstate and Canberra travel may be required for this role, with occasional irregular work hours, particularly during parliamentary sitting weeks.
- Other duties as required to support the Parliamentarian and the effective operation of the Electorate Office.
- Strong written and verbal communications skills.
- Firm understanding of the Australian media and communications environment.
- Sound knowledge of the Australian parliamentary and political system.
- Ability to build and maintain relationships with a range of stakeholders.
- Demonstrated experience providing advice on a wide range of complex policy, public affairs, parliamentary, political and media matters.
- Ability to manage and prioritise complex priorities under tight deadlines while exercising a high level of analytical and problem-solving skills.
- Demonstrated experience in working in a high-pressure environment as part of a team.
- Demonstrated professional integrity and the ability to exercise discretion and maintain confidentiality.
- A respectful demeanour when engaging with office staff and constituents.

Office Manager

- Manage the office, including coordinating responses to incoming letters, telephone calls, and emails.
- Ensure the office provides a timely service to constituents and community organisations.
- Strong verbal and written communication skills with meticulous attention to detail.
- Outstanding organisational and time management skills, with the ability to prioritise and manage multiple and competing work tasks to deliver to agreed deadlines.

- Work with the Diary Manager (*if applicable*) to manage invitations and plan events efficiently.
- Keep the office and parliamentarian informed of issues emerging from constituent inquiries, correspondence, community newsletters etc.
- Organise events and ensure mail-outs of invitations occur in a timely manner, occasionally representing the Parliamentarian at these events.
- Organise local park clean-up events, shopping stalls, town hall meetings, community barbeques, and other public forums.
- Oversee office maintenance.
- Participate in training opportunities.
- Promote, support and maintain a safe, respectful and inclusive workplace culture.
- Regular interstate and Canberra travel may be required for this role, with occasional irregular work hours, particularly during parliamentary sitting weeks.
- Other duties as required to support the Parliamentarian and the effective operation of the Electorate Office.
- Excellent computer skills including experience working with Microsoft 365 and Excel.
- An understanding of Australia's system of government and parliamentary processes.
- Demonstrated professional integrity and the ability to exercise discretion and maintain confidentiality.
- A respectful demeanour when engaging with office staff and constituents.

Media & Communications Officer

- Manage the end-to-end delivery of the Parliamentarian's communications to the electorate including social media presence, distributing digital newsletters, creating printed collateral and developing close relationships with local media
- Ensure all community facing opportunities for the Parliamentarian are highlighted across digital platforms and local media.
- Contribute to briefing reports for the Parliamentarian on marketing, social media and digital strategies and build a database of electoral insights.
- Contribute to constituent enquiries (in-person, phone and email), researching solutions and liaising with Government agencies and stakeholders as needed, to ensure matters are resolved in a timely and effective manner
- Demonstrated experience in the design and management of digital platforms and a proven track record in effectively executing communications strategies and developing strong working relationships with local media and other key stakeholders
- Experience with digital marketing platforms such as MailChimp, Canva and Adobe programs is highly desirable.
- Excellent communication skills and the ability to accurately track, follow-up and follow through with media and community enquiries.
- Ability to work as part of a team, under time constraints and strict deadlines with minimum supervision.
- Prior political experience is preferred but not essential, however an interest in and understanding of the local political environment is required.
- Demonstrated professional integrity and the ability to exercise discretion and maintain confidentiality.
- A respectful demeanour when engaging with office staff and constituents.

- Work with the appropriate government departments or other offices to ensure constituent matters are solved in a timely manner.
- Promote, support and maintain a safe, respectful and inclusive workplace culture.
- Regular interstate and Canberra travel may be required for this role, with occasional irregular work hours, particularly during parliamentary sitting weeks.
- Other duties as required to support the Parliamentarian and the effective operation of the Electorate Office.

Constituent Manager

- Receive, triage and coordinate constituent enquiries including written correspondence, telephone and e-mail enquiries.
- Data entry and database management to maintain constituent information and contact details.
- Research and write material on behalf of the Parliamentarian
- Working closely with other parliamentarian's offices, Government departments, stakeholders and colleagues on behalf of constituents with complex cases.
- Represent the Parliamentarian in constituent meetings and act as the first point of contact for visitors to the office.
- Promote, support and maintain a safe, respectful and inclusive workplace culture.
- Regular interstate and Canberra travel may be required for this role, with occasional irregular work hours, particularly during parliamentary sitting weeks.
- Other duties as required to support the Parliamentarian and the effective operation of the Electorate Office.
- Exceptional ability to engage and communicate with a broad range of people.
- Excellent oral and written communication skills with meticulous attention to detail.
- Proven ability to research and the capacity to interpret complex material and recraft for a broader audience.
- Advanced computer skills including word processing, spreadsheets and database management.
- The ability to understand and interpret Government policy and legislation.
- Excellent organisational and time management skills, with the ability to prioritise and manage multiple and competing work tasks to deliver to agreed deadlines.
- Sound analytical and diagnostic skills with a proven ability to quickly identify the nature of a problem and start to workshop solutions.
- Previous experience working for a Parliamentarian, responding to constituents or in a similar administrative role will be viewed favourably.
- Demonstrated professional integrity and the ability to exercise discretion and maintain confidentiality.
- A respectful demeanour when engaging with office staff and constituents.

Policy Officer

- Provide expert and timely advice on priority, complex and sensitive policy, public administration and political issues.
- Assist in policy initiatives and research into the development of strategic policy responses.
- Demonstrated experience in providing advice on a wide range of policy, public administration and political matters in a public, non-profit or private sector organisation.

- Liaise with stakeholders as directed to identify key issues in relation to policy requirements.
- Provide advice and support on policy issues in a wide variety of negotiations, meetings and consultations.
- Liaise with the Australian Public Service in relation to the preparation of policy and legislative documents.
- Analyse and prepare reports, papers, policy statements, briefing notes and statistical information on policy and related matters and significant portfolio initiatives.
- Provide input into communications and political advice as required.
- Promote, support and maintain a safe, respectful and inclusive workplace culture.
- Regular interstate and Canberra travel may be required for this role, with occasional irregular work hours, particularly during parliamentary sitting weeks.
- Other duties as required to support the Parliamentarian and the effective operation of the Electorate Office.
- Ability to communicate effectively and liaise with other offices and the community, including varied constituencies.
- Experience in the processes of planning, organising and implementing research.
- Demonstrated experience in working in a high-pressure environment as part of a team.
- Sound knowledge of the political process and the Australian parliamentary and political system.
- Demonstrated capacity for applying analytical and problem-solving skills in developing solutions for complex issues.
- Ability to rapidly acquire a sound knowledge of the structure and functions of the portfolio.
- Proven reliability in meeting deadlines and commitments, especially in high pressure situations.
- Demonstrated and relevant experience in higher education and/or schools is highly desirable.
- Demonstrated professional integrity and the ability to exercise discretion and maintain confidentiality.
- A respectful demeanour when engaging with office staff and constituents.

Electorate Officer

- Function as the first point of contact for constituents and other visitors to the Electorate Office, working to resolve their issues and answer any queries in a courteous, sensitive, and prompt manner.
- Assist with a range of general administrative tasks within the office.
- Management of community volunteer programmes.
- Identify, engage, and build strong relationships with community organisations.
- Help to plan and manage events and engagement opportunities for the Parliamentarian and the community.
- Facilitate ongoing direct voter contact.
- Promote, support and maintain a safe, respectful and inclusive workplace culture.
- High level oral and written communication skills, and excellent customer service capabilities with a strong attention to detail.
- Highly motivated and able to work proactively, both independently and in a small team.
- Ability to work to tight deadlines, plan, organise and prioritise work under pressure.
- Familiarity with the use of Microsoft 365, especially Teams and Excel, highly desirable.
- A knowledge of the parliamentary and political systems desirable.
- Experience in office administration, stakeholder engagement and event management.
- Demonstrated professional integrity and the ability to exercise discretion and maintain confidentiality.
- A respectful demeanour when engaging with office staff and constituents.

- Regular interstate and Canberra travel may be required for this role, with occasional irregular work hours, particularly during parliamentary sitting weeks.
- Other duties as required to support the Parliamentarian and the effective operation of the Electorate Office.

Diary & Administrative Officer

- Management of the Parliamentarian's diary including appointments, travel and other logistics or changes.
- Management of correspondence including e-mails and mail.
- First point of contact for constituent and stakeholder meetings.
- Constituent correspondence and case work.
- Office administration including invoice payments and management of supplies.
- Assist with electorate events and activities, which may include work outside normal office hours.
- Promote, support and maintain a safe, respectful and inclusive workplace culture.
- Regular interstate and Canberra travel may be required for this role, with occasional irregular work hours, particularly during parliamentary sitting weeks.
- Other duties as required to support the Parliamentarian and the effective operation of the Electorate Office.
- Experience in a similar administrative role would be highly regarded, as would experience in government or political settings.
- Strong organisational and time management skills with attention to detail.
- The ability to effectively manage multiple responsibilities and meet competing deadlines.
- Demonstrated professional integrity and the ability to exercise discretion and maintain confidentiality.
- A keen interest in and understanding of Australia's system of government and parliamentary processes.
- Excellent written and oral communications skills.
- Intermediate to advanced IT competence with programs such as the Microsoft 365 suite.
- Demonstrated professional integrity and the ability to exercise discretion and maintain confidentiality.
- A respectful demeanour when engaging with office staff and constituents.

Digital Media & Campaigns Officer

- Develop and manage a strategic media and communications plan for the Parliamentarian, including but not limited to media releases, newsletters, e-newsletters, website content, advertising, and social media posts.
- Develop and maintain professional relationships with key stakeholders and media across the electorate.
- Organise and implement media opportunities and local issue campaigns.
- Provide the Parliamentarian with strategic advice on electorate and local issues that may impact the electorate.
- Knowledge of Australian political and parliamentary processes.
- Knowledge of and experience with social media platforms and engagement strategies.
- Excellent verbal and written communication with the ability to develop concise, targeted messages to reach various audiences.
- Strong computer literacy skills including videography, photography, and graphic design experience in Adobe Creative Cloud and Canva.
- Demonstrated work ethic and ability to meet the demands and flexibility of an Electorate Office. An expectation of flexibility and working of additional hours is necessary for this role.
- Demonstrated professional integrity and the ability to exercise discretion and maintain confidentiality.

- Prepare material such as briefing notes, speeches, legislation, notices of motion and questions on notice to assist the Parliamentarian's role in relating to local issues.
- Promote, support and maintain a safe, respectful and inclusive workplace culture.
- Regular interstate and Canberra travel may be required for this role, with occasional irregular work hours, particularly during parliamentary sitting weeks.
- Other duties as required to support the Parliamentarian and the effective operation of the Electorate Office.
- Organised and able to meet tight deadlines.
- Ability to work both cooperatively in a small team and independently with a high level of attention to detail.
- Demonstrated professional integrity and the ability to exercise discretion and maintain confidentiality.
- A respectful demeanour when engaging with office staff and constituents.

Community Engagement Officer

- Maintain relationships with constituents who contact the office, ensuring understanding of how the Parliamentarian and their team are supporting them.
- Respond to constituent enquiries (in-person, phone and email), researching solutions, and liaising with Government agencies and stakeholders as needed, to resolve matters in a timely and effective manner.
- Contribute to briefing reports for the Parliamentarian on local issues, as well as maintaining a database of Electorate insights.
- Arrange community outreach visits and initiate strategic communications to the Electorate.
- Develop expertise on community issues in the Electorate and work toward solving problems for constituents.
- Promote, support and maintain a safe, respectful and inclusive workplace culture.
- Regular interstate and Canberra travel may be required for this role, with occasional irregular work hours, particularly during parliamentary sitting weeks.
- Other duties as required to support the Parliamentarian and the effective operation of the Electorate Office.
- Proven experience in stakeholder management ideally in the community sector, including the handling of personal and/or sensitive issues on behalf of others.
- Excellent communication skills and the ability to accurately track, follow-up and follow-through with community enquiries.
- Knowledge of public policy and local issues as well as grant application processes.
- Experience in case management, social work, or a relevant field.
- Ability to work as part of a team, under time constraints and strict deadlines with minimal supervision.
- Prior political experience is preferred but not essential, however an interest in and understanding of the local political environment is required.
- Demonstrated professional integrity and the ability to exercise discretion and maintain confidentiality.
- A respectful demeanour when engaging with office staff and constituents.

Attachment C – Ongoing job description template

[Position title (and classification)]

[Parliamentarian title]

The office of [Parliamentarian] is seeking applications for a [full-time/part time] ongoing [position name], based in the [Name of Electorate/Parliamentarian's Electorate Office and/or Ministerial Office and/or Australian Parliament House] in [City, STATE].

Position Overview <Pitch key aspects of the role and electorate office to attract potential candidates. 200-word limit>

e.g. This position would support the Parliamentarian with parliamentary work and media engagements. The role will involve frequent travel within the electorate and some interstate travel will also be required, with occasional irregular work hours, particularly during parliamentary sitting weeks.

The Parliamentarian is seeking an enthusiastic person with strong analytical, communication and organisational skills to join the team as a [position title], with the responsibility of providing support and advice on work relating to [electorate/portfolio/committee] matters.

<For regional/rural Electorates trying to attract talent, consider how you may present the benefits of the electorate>

- Lower cost of living: Regional/rural areas often have lower costs associated with living in such an area.
- Work-life balance: Shorter commutes to work and less traffic congestion means that employees can prioritise more personal time.
- Career growth: Highlight the potential for career growth with opportunities to take on new and exciting challenges
- Lifestyle: Emphasise the relaxed and peaceful pace that a rural location offers individuals, away from the hustle and bustle of city living.

The key duties of the position include but are not limited to: <List key duties, tasks and responsibilities. Approximately 5 to 10 dot points or 100 words.

For example:

- Respond to constituent enquiries.
- Liaise with Government departments and other organisations.
- Provide high quality and strategic advice and analysis on legislative, policy, portfolio and political issues.
- Develop and manage a media and communications plan, including social media and website, public relations liaison and event coordination.
- Diary management.
- Organise functions and meetings.
- Interstate and intrastate travel as required
- Other duties as directed.

The ideal applicant should possess the following skills, qualifications, and experience: <List key required skills, qualifications, experiences and engagement criteria. Approximately 5 to 8 dot points or 100 words>

For example:

- Mandatory/ Desirable[delete one or both] academic qualifications in relevant disciplines such as public policy, economics, law, or graphic design.
- Work experience in certain fields and roles.
- Ability to engage and communicate with a broad range of people.
- An understanding of Australia's system of government and parliamentary processes.
- Ability to work as part of a team.
- Excellent oral and written communication skills with attention to detail.
- Well-developed IT skills including word processing, spreadsheets and database management.

Recruitment and Selection Guide

- *Excellent organisational and time management skills, with the ability to prioritise and manage multiple and competing work tasks in a fast-paced working environment.*

Employment conditions:

The position is offered under the [Members of Parliament \(Staff\) Act 1984](#) and conditions are outlined in the [Commonwealth Members of Parliament Staff Enterprise Agreement 2024-27](#) which include:

- A commencing salary between \$XX,XXX and \$XX,XXX will be negotiated depending on experience and relevant skills.
- An additional optional allowance [*optional – of up to \$(stipulated amount)] may be considered in recognition of, and as compensation for, reasonable additional hours of work and any travel requirements.
- Relocation assistance, studies assistance and paid study leave may also be available (subject to eligibility requirements).
- An employer superannuation contribution of 15.4% will be payable.

Applicants should note the following:

- An initial probationary period of three months may apply and may be subject to extension.
- The successful applicant may be required to undergo a National Police History Check.
- Staff may be subject to automatic cessation triggers in accordance with Section 14 of the MOP(S) Act.
- The successful applicant will be required to comply with their obligations under the [Behaviour Codes and Standards](#).
- For staff employed by a Minister or Parliamentary Secretary either in a personal or electorate staff position, it is a condition of your employment that you obtain and maintain a Negative Vetting 2 security clearance and comply with the [Ministerial Staff Code of Conduct](#).

How to apply

Submit a CV with the names of two referees and a one-page (maximum) cover letter outlining your interest in this position, and demonstrating your skills, capabilities, knowledge and experience.

Submit Applications to contactperson@email.com

Applications close on DD Month YYYY

Contact Officer [email@address.com](#) or (xx) xxxx xxxx

Attachment D – Non-ongoing and casual job description template

[Position title (and classification)]

[Parliamentarian title]

Select one:

The office of [Parliamentarian] is seeking applications for a [full-time/part time], non-ongoing [position name], based in the [Name of Electorate/Parliamentarian's Electorate Office and/or Ministerial Office and/or Australian Parliament House] in [City, STATE].

Or

The office of [Parliamentarian] is seeking applications for a casual [position name], based in the [Name of Electorate/Parliamentarian's Electorate Office and/or Ministerial Office and/or Australian Parliament House] in [City, STATE].

*Optional, if applicable: This contract is for x month/s, with the opportunity for extension.

*Optional, if applicable: This is a fixed term casual contract for x week/s.

*Optional, if applicable: This contract is for an initial period of X months, with the possibility for further extension and/or ongoing employment following the event/backfilling arrangement.

Position Overview <Pitch key aspects of the role and electorate office to attract potential candidates. 200 word limit>

e.g. This position would support the Parliamentarian with parliamentary work and media engagements. The role will involve frequent travel within the electorate and some interstate travel will also be required, with occasional irregular work hours, particularly during parliamentary sitting weeks.

The Parliamentarian is seeking an enthusiastic person with strong analytical, communication and organisational skills to join the team as a [position title], with the responsibility of providing support and advice on work relating to [electorate/portfolio/committee] matters.

<For regional/rural Electorates trying to attract talent, consider how you may present the benefits of the electorate>. For example:

- Lower cost of living: Regional/rural areas often have lower costs associated with living in such an area.
- Work-life balance: Shorter commutes to work and less traffic congestion means that employees can prioritise more personal time.
- Career growth: Highlight the potential for career growth with opportunities to take on new and exciting challenges
- Lifestyle: Emphasise the relaxed and peaceful pace that a rural location offers individuals, away from the hustle and bustle of city living.

The key duties of the position include but are not limited to: <List key duties, tasks and responsibilities. Approximately 5 to 10 dot points or 100 words>

For example:

- Respond to constituent enquiries.
- Liaise with Government departments and other organisations.
- Provide high quality and strategic advice and analysis on legislative, policy, portfolio and political issues.
- Develop and manage a media and communications plan, including social media and website, public relations liaison and event coordination.
- Diary management.
- Organise functions and meetings.
- Interstate and intrastate travel as required.
- Other duties as directed.

Recruitment and Selection Guide

The ideal applicant will possess the following skills, qualifications, and experience:<List key skills, qualifications and experience criteria. Approximately 5 to 8 dot points or 100 words>

For example:

- *Mandatory/Desirable Academic qualifications in relevant disciplines such as public policy, economics, law, or graphic design.*
- *Work experience in certain fields and roles.*
- *Ability to engage and communicate with a broad range of people.*
- *An understanding of Australia's system of government and parliamentary processes.*
- *Ability to work as part of a team.*
- *Excellent oral and written communication skills with attention to detail.*
- *Well-developed IT skills including word processing, spreadsheets and database management.*
- *Excellent organisational and time management skills, with the ability to prioritise and manage multiple and competing work tasks in a fast-paced working environment.*

Employment conditions:

The position is offered under the [Members of Parliament \(Staff\) Act 1984](#) and conditions are outlined in the [Commonwealth Members of Parliament Staff Enterprise Agreement 2024-27](#) which include:

- A commencing salary between **\$xx,xxx** and **\$xx,xxx** will be negotiated depending on experience and relevant skills.
- An additional optional allowance [*optional – of up to \$ (stipulated amount)] may be considered in recognition of, and as compensation for, reasonable additional hours of work.
- Relocation assistance, studies assistance and paid study leave may also be available (subject to eligibility requirements).
- An employer superannuation contribution of 15.4% will be payable.

Applicants should note the following:

- An initial probationary period of three months may apply and may be subject to extension. *(Delete for casual positions)*
- The successful applicant may be required to undergo a National Police History Check.
- Staff may be subject to automatic cessation triggers in accordance with Section 14 of the MOP(S) Act.
- The successful applicant will be required to comply with their obligations under the [Behaviour Codes and Standards](#).
- For staff employed by a Minister or Parliamentary Secretary either in a personal or electorate staff position, it is a condition of your employment that you obtain and maintain a Negative Vetting 2 security clearance and comply with the [Ministerial Staff Code of Conduct](#).

How to apply

Submit a CV with the names of two referees and a one-page (maximum) cover letter outlining your interest in this position, and demonstrating your skills, capabilities, knowledge and experience.

Submit Applications to email@address.com

Applications close on DD Month YYYY

Contact Officer email@address.gov.au | (xx) xxxx xxxx

Attachment E – Candidate outcome notification template

Recruitment stage	Notification
Unsuccessful at shortlisting	<p>Email Title: [Position title] [Office name] - Application outcome</p> <p>Hi [Candidate Name]</p> <p>Thank you for applying for the position of <i>[Position title]</i> with <i>[office name]</i>. We appreciate the interest you have shown, and your time and effort in applying.</p> <p>The shortlisting of candidates is now finalised. After careful consideration, we regret to inform you that your application has been unsuccessful and will not progress to the next stage of the recruitment process.</p> <p>Select preferred option to provide or not provide feedback [Option 1]: If you would like to request feedback please email <i>[email@address.com]</i>.</p> <p>[Option 2]: Due to the high volume of applications, we are unable to provide individual feedback to candidates. However, we do hope you'll stay connected with us and keep an eye on our future career opportunities.</p> <p>I wish you well in your future employment endeavours.</p> <p>Regards [signature block]</p>
Successful at shortlisting – (invite to further assessment)	<p>Email Title: [Position Title] [Office name] - Invitation to further assessment</p> <p>Hi [Candidate Name]</p> <p>Thank you for your application for the [Job Title] position at [Office name]. After reviewing your application, we would like to invite you to participate in further assessment.</p> <p>Select option 1 or 2</p> <p>Option 1 (no agreed date and time) Your assessment will be conducted via [format] and will take approximately [length of assessment].</p> <p>Please see availability below for your consideration, noting that times will be allocated to the first response in line. To secure your time, please reply to this email with your preferred date and time.</p> <p>[Day, Date – Time, Time Zone] [Day, Date – Time, Time Zone] [Day, Date – Time, Time Zone]</p> <p>As part of your response, please advise if you require any assistance or reasonable adjustments during assessment.</p> <p>Option 2 (agreed date and time) Your assessment will be conducted via [format] and will take approximately [length of assessment]. As discussed, your assessment will take place on the following:</p>

	<p>[Day, Date – Time, Time Zone]</p> <p>Please advise if you require any assistance or reasonable adjustments during assessment.</p> <p>If you need to reschedule or are unable to attend, please advise before the day of your assessment.</p> <p>Regards</p> <p>[Signature block]</p>
Unsuccessful at further assessment	<p>Email Title: [Position Title] [Office name] - Assessment outcome</p> <p>Hi [Candidate Name]</p> <p>Thank you for participating in the assessment stage of the recruitment process for [position title] with [office name]. The assessment is finalised and unfortunately, on this occasion your application has been unsuccessful and will not progress to the next stage of the recruitment process.</p> <p>Add additional sentence (optional)</p> <p>Should a similar role become available within the office during the next six months, you may be contacted at that time to discuss your suitability and interest in the role.</p> <p>Select one option</p> <p>Option 1: provide feedback</p> <p>If you would like to request feedback please email [email@address.com].</p> <p>Option 2: No feedback will be provided</p> <p>Due to the high volume of applications, we are unable to provide individual feedback to candidates. However, we do hope you'll stay connected with us and keep an eye on our future career opportunities. If a suitable position becomes available, we will welcome your application.</p> <p>I wish you well in your future employment endeavours.</p> <p>Regards</p> <p>[signature block]</p>

Attachment F – Interview question library

Achieves results

Tell us about a time when you worked effectively under pressure. Explain how you managed the task. What was the outcome?

Tell us about a time when you were unable to meet a deadline for a project/task. What did you do? What was the outcome?

Tell us about a time when you had to quickly change work priorities. What steps did you take? What was the outcome?

How do you measure your progress towards achieving desired outcomes in the workplace? Can you provide an example of how you used these measures to adjust your approach? What was the outcome?

Can you talk us through a stressful work situation? What steps did you take to manage the situation and achieve results?

Tell us about a time when you had to adjust your work style to complete your objective? What did you do? What was the outcome?

Describe how you use your time and resources to manage competing priorities on an ongoing basis? What processes do you put in place?

You've been working on completing {set task} by 5pm today, however, your Parliamentarian has just advised {set task} needs to be provided by midday for an event. Can you talk me through the steps you'd take to manage your workload and the changing deadline?

Analysis and problem solving

Tell us about a time when you've had to present an idea without having sufficient time to complete your research. How did you quickly grasp the required information? What was the outcome?

Tell us about a time when you anticipated a problem. Can you talk us through how you identified the problem and what steps you took to manage/prevent the problem from eventuating?

Tell us about a time when you had to analyse information and make a recommendation. How did you present this information? What was the outcome?

Tell us about a time when you made a major decision. Can you explain the decision-making process you undertook? What was the outcome?

Describe a project or situation that required an analytical approach. Can you talk us through your approach? What was the outcome?

- Optional additional question (following a response): Is there anything that you wish you had done differently?

Describe a time when you have taken the initiative and solved a problem on your own. Can you talk us through the process? What was the outcome?

Attention to detail

Tell us about a time when you received a challenging enquiry/request. What steps did you take to ensure you had gathered all the necessary information? What was the outcome?

Describe how you manage your time and resources to meet tight deadlines while maintaining the quality of your work.

Share an example of a time when your attention to detail helped identify or rectify an error. What steps did you take? What was the outcome?

Can you provide an example of a time when you had to prioritise multiple tasks without sacrificing attention to detail? What was the outcome?

Your Parliamentarian has a daily meeting with all staff to discuss priorities for the day and the upcoming week. How do you record the priorities for your week ahead? Can you talk us through how you capture this information to ensure no detail is missed?

Describe a time when you wrote a report/brief that was well received. What do you attribute that to?

You have delivered a document or brief and discover further information becomes available, or you notice you have made an error. What do you do?

Constituent and stakeholder engagement

Tell us about a time that you're particularly proud of, when providing a stakeholder/constituent facing service. What was the outcome?

Can you tell us about a time when you were faced with a challenging conversation with a stakeholder? What did you do? What was the result?

Tell us about a time when you've made a lasting, positive impression on a stakeholder/constituent.

Can you provide an example of a time you went out of your way to ensure the best possible service was provided. What was the customer/stakeholder's response?

Describe how you manage the sharing of information on a 'need to know' basis when it is required for a task. How do you manage this situation?

Describe the steps you would take if you received a request for information that was classified.

What strategies do you use to develop strong professional relationships?

Communication and fostering positive working relationships

How do you maintain effective communication and collaboration in a remote or distributed team setting? Can you provide an example of how you overcame any challenges?

Describe a time when you had to present a task/project. How did you tailor your communication method to gain support?

Can you describe the steps you take to foster a healthy, respectful, inclusive and safe work environment? Why is this important?

Tell us about a time you had to deal with a difficult colleague/stakeholder/constituent. What was the situation and how did you adjust your approach?

Can you talk us through a time that you've had to communicate a complicated/sensitive matter with limited time to prepare? How did you tailor your communication to provide the necessary information?

In your role, you will need to communicate effectively with people from across diverse cultural backgrounds. What communication strategies would you use? Why is this important?

Recruitment and Selection Guide

Describe a situation when you were able to strengthen a relationship by communicating effectively. What made your communication effective?

Describe a situation where you felt you had not communicated well. How did you correct the situation? What lessons did you take from this?

Tell us about a time you had to “sell” an idea to your colleagues. What actions did you take and how was it received?

What obstacles or difficulties have you faced in communicating your ideas? What action did you take? What was the outcome?

Tell us about a time in which you had to strategically communicate a sensitive topic. What was the outcome?

Describe a time when you had to deliver the same message or presentation to multiple groups of people. How did you adjust your communication style to account for the nuances of each person?

Provide an example of when you had to work with a colleague with differing views. How did you work together to achieve results?

Tell us about a time when you supported a colleague through a challenging situation. What was your approach? What was the outcome?

What, in your opinion, are the key components in establishing and maintaining successful working relationships?

Creativity and innovation

Tell us about a situation in which you were able to innovate a new process. What was the outcome?

Tell us about a time when you used creativity to solve a problem. What steps did you take? What was the outcome?

Describe a time when you were able to produce new ideas that were key to the success of an activity or project. What was the outcome?

Tell us about a time when you collaborated and sought feedback from others. Did this feedback change the outcome?

Tell us about a problem that you’ve solved in a unique or non-conventional way. What was the outcome? Were you satisfied with it?

Tell me a time when you brought an innovative idea to your team. What was it and how was it received?

Delegation

Describe your process of delegating tasks to your team to ensure a balanced workload. What do you consider during this process?

How do you ensure that the person you delegate to understands the task?

What steps do you take to monitor the progress of a delegated task?

How do you manage a situation where the delegated task is not being completed as expected?

How do you balance the need to delegate with the need to maintain control over a project/task?

Describe how you build trust with your team to ensure effective delegation.

Describe a situation where delegation improved team performance. Explain why.

How do you delegate tasks to staff with different capabilities or skill levels?

How do you provide feedback to someone after they have completed a delegated task?

How do you manage tasks that have been delegated to you?

You have been delegated a task, due by 5pm today. Due to a last-minute competing priority you are unable to meet the agreed deadline. What do you do, and why?

Decision making

Describe a time when you had to make an immediate decision on a critical issue. What steps did you take?

How do you prioritise tasks when making a decision under pressure?

Describe a time when you had to make a decision that affected others. How did you approach this? What was the outcome?

Describe a time when you had to make an important decision with limited information. What information did you have available, and how did it help lead to your conclusion?

Describe a time when you had to delay making a decision due to a lack of information. How was this managed and how to you obtain the required information to make an informed decision?

What is the most difficult decision you've ever had to make at work? How did you arrive at your decision? What was the result?

Give me an example of a work-related decision you've made that you ultimately regretted. What happened? What did you learn from this?

Walk us through your decision-making process, and how you make informed work decisions. Why is this important?

Goal Setting

Can you tell us about an important career goal you have reached? What steps did you take to achieve this?

Share with us any forward planning you have in place to achieve your next professional goals. How do you manage and measure this?

Tell us how you set short-term goals and long-term goals for yourself or your team. What steps do you take to keep everyone accountable?

As a leader, how do you help individual staff members achieve their goals?

Initiative

Describe a situation where you identified an opportunity for improvement and acted?

Give an example of a project or task you initiated that had a positive impact on your team/office/parliamentarian. What happened? What was the outcome?

How do you ensure that your initiatives align with the goals and priorities of the office/parliamentarian?

Describe a situation where you had to take initiative in a high-pressure or challenging work environment. What steps did you take? What was the outcome?

Tell me about a time when your initiative caused a change to occur.

Describe how you handle a setback. What obstacles did you face? What was the outcome? What did you learn from this?

How do you prioritise your initiatives when faced with multiple opportunities for improvement?

Integrity and respect

Why do you believe complying with the Behaviour Codes and Standards is important in the workplace?

Can you provide an example of how you uphold integrity, mutual respect, and safety in the workplace?

Explain what integrity and respect mean to you? Why are they important in the workplace?

Discuss a time when your integrity, respect and/or safety was challenged in the workplace. What action did you take? What was the outcome?

Tell us about a situation where you witnessed a colleague doing something unethical or unlawful. Describe the steps you took. What was the outcome?

Describe what you would do if a colleague asked you to do something unethical. What steps would you take and why?

Describe what you would do if you either witnessed, or were informed of, a colleague behaving inappropriately towards another colleague. What steps would you take and why?

Leadership

As a future employee, you will be expected to manage staff performance and development. Describe your approach to providing sensitive feedback to other staff. Provide an example of when you have had to do this.

Describe the steps you take to successfully lead a team and manage your own work priorities, concurrently.

What has been your greatest leadership achievement in a professional environment? How did you achieve this milestone?

What have been some of the challenges you have faced as a leader? What steps did you take to improve the situation? What was the outcome? What did you learn from this?

Tell us about a time when you were assigned to lead a project. How did you manage others' input? What was the result?

Provide an example where you had to lead a team through a challenging situation. What was the outcome? What were the key learnings?

Provide an example where you had to resolve a conflict between staff members in the office. What steps did you take? What was the outcome?

As a leader, how do you build a strong team culture that fosters collaboration and respect?

How do you set team priorities as a leader? How are these measured?

Give an example of your ability to build motivation within a team. How is this measured? What was the outcome?

Tell us about a time when you took initiative on a project or task. What was the outcome?

Can you provide an example of where you had to influence others to achieve a common goal, while not in a leadership position? What steps did you take? What was the outcome?

Can you provide an example of how you support and encourage your colleagues when working on a team project? What steps did you take? What was the outcome?

Organisation

Describe your process for managing your own schedule.

If you were responsible for managing the Parliamentarian's schedule, what steps would you take?

How do you help with sticking to an agenda and time frame in meetings?

How do you manage rescheduling meetings due to unforeseen circumstances? Outline the steps you take.

How do you manage requests for your office manager/parliamentarian's time?

How do you stay organised when you're responsible for multiple projects/ tasks?

Professional and political nous

What has motivated you to apply for this role, and what strengths will you bring to it?

- And/or tell us about your experience in a XX (tailor to specific role) role?

Why does this specific role or office appeal to you?

Could you please elaborate on a specific initiative or focus/challenge of our office/Parliamentarian?

Tell us how your personal values align with our office values?

In the last 12 months, what actions have you taken to improve your professional skills and expertise?

Resilience

When have you seen your tenacity or resilience lead to a positive outcome in a professional setting? What was the situation? What was the outcome?

Provide an example of an occasion when your performance, work or an idea was given constructive feedback. How did you respond? What was the outcome?

As a leader, how will you build resilience in the team?

Reflecting on your career so far, can you identify a period of significant professional growth that resulted from overcoming difficulties or challenges? How did you grow? What steps did you take?

Tell us about a particular work-related setback you have faced. How did you deal with it? What steps were taken? What was the outcome?

Can you talk us through any de-escalation strategies you might use for a stressful situation in the office?

Describe a time when you had to adapt to a difficult work situation. What did you do?

Strategic thinking

Based on your professional experience, what are the key elements of effective strategic leadership, and how do you embody these elements in your work?

How do you define strategic direction? Why is it important? How do you apply this in your role?

Tell us about a time when your ability to communicate strategy into your team's day to day work had a positive impact. How did you communicate this? What was the outcome?

How do you evaluate the success of a strategic initiative? Can you provide an example of how you measured and assessed the effectiveness of a strategy you implemented?

Describe a time when you had to pivot or change direction on a project. What led to the change, and how did you manage it?

Can you provide an example of how you ensure that your team's goals align with the office objectives?

How do you stay updated on external factors that may impact your workplace's strategic direction?

What strategies do you use to stay motivated during a long-term project?
