

## Job Profile

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Local Title:	Director
Classification:	Executive Level 2
Job Type:	Ongoing
Salary:	\$121,027 - \$137,179 (plus superannuation)
Position Number:	Multiple
Location:	Canberra and Sydney
Branch:	Various
Reports to:	Senior Assistant Ombudsman
Security Clearance:	Ability to obtain and maintain, as a minimum, a security clearance appropriate to the position offered.

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## About the Office

The purpose of the Office of the Commonwealth Ombudsman (the Office) is to:

- provide assurance that the Australian Government entities and prescribed private sector organisations that the Office oversees, act with integrity and treat people fairly, and
- influence enduring systematic improvement in public administration in Australia and the Pacific region.

The Office ensures administrative action by Australian Government agencies is fair and accountable by handling complaints, conducting investigations, performing audits and inspections, encouraging good administration and undertaking other specialist functions. The Office influences improvement in public administration in the region through collaboration with partner agencies.

The Commonwealth Ombudsman performs the following specialist roles:

- Defence Force Ombudsman
- Postal Industry Ombudsman
- Overseas Students Ombudsman
- Private Health Insurance Ombudsman
- Immigration Ombudsman
- Law Enforcement Ombudsman
- VET Students Loans Ombudsman.

The Commonwealth Ombudsman is also the ACT Ombudsman.

Further information about the Office is available at [ombudsman.gov.au](http://ombudsman.gov.au).

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## Overview

The Office is looking to fill several existing and expected vacancies at the Director level. These roles are in positions responsible for delivering operational and strategic outcomes for the Office. We are seeking strong leaders and highly capable managers to lead high performing teams to deliver our Office's outcomes.

Roles may be available in the following Branches:

Branch	Description
<b>Assurance Branch</b>	The Assurance Branch is responsible for the Office's inspection, monitoring and reporting functions with respect to: <ul style="list-style-type: none"><li>• Commonwealth, State and Territory law enforcement and integrity agencies' use of certain covert, coercive and intrusive powers</li><li>• places of detention under the control of the Commonwealth</li></ul>
<b>Complaints Management and Education Branch</b>	Complaints Management and Education Branch provides a high quality parliamentary complaint resolution and Public Interest Disclosure service. We do this by ensuring we have processes in place that enable us to provide the best possible outcomes and information for our customers, while educating and influencing improvements in public administration.
<b>Corporate Branch</b>	The Corporate Branch provides the Office's corporate functions, including Human Resources, Finance, Corporate governance, ICT, Legal, Communications, and property functions.
<b>Industry Branch</b>	Industry Branch is responsible for consumer complaints involving domestic and international students, private health insurance and postal deliveries.
<b>Strategy Branch</b>	Strategy Branch is responsible for identifying and monitoring trends and emerging issues in government agencies and conducting own motion investigations in line with the Office's priorities to systematically improve public administration.
<b>Program and Delivery Branch</b>	Program Delivery Branch receives, assess and responds to reports of serious abuse within the Australian Defence Force and delivers the Restorative Engagement Program.  The Branch also performs the ACT Ombudsman functions.

## **In our Office you will**

1. Lead and manage a team responsible for delivering one of the functions of the Office.
  2. Adopt a strategic, focused approach to the identification of emerging trends and systemic issues arising from investigations and oversight functions, including the identification and implementation of possible solutions.
  3. Provide timely, evidence based, and well researched technical or specialist advice to the Executive and other officers on matters that may arise from undertaking the functions of the Office.
  4. Engage with stakeholders, including representing the Office at meetings and conferences.
  5. Lead major projects and oversight functions including producing reports incorporating recommendations for change and improvement.
  6. Contribute to the Office's business objectives and to continuous improvements within the workplace.
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## **Our Ideal Candidate**

The successful candidate will have broad experience in program management, policy implementation, integrity functions, service delivery, or similar. Candidates should enjoy working in a small agency and in a team environment.

You should have:

- experience leading and managing people to create a shared sense of team purpose, build capability and effectively manage change
- proven ability to communicate with influence, negotiate strategic outcomes and manage stakeholder relationships, including across a geographically dispersed network
- a proven record of timely delivery and a focus on outcomes
- proven ability to positively contribute to broader organisational goals

## RecruitAbility

RecruitAbility applies to this vacancy.

Under the RecruitAbility scheme you will be invited to participate in further assessment activity for the vacancy if you choose to apply and opt in to the scheme; declare you have a disability; and meet the minimum requirements for the position. For more information refer to **Attachment A**.

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## Eligibility

The successful candidate must:

- be an Australian citizen
  - have the ability to obtain and maintain a security clearance at a level appropriate to the position offered. The level of the security clearance will be dependent upon the requirements of the position.
  - Some roles may require the successful candidate to undergo a pre-employment psychological assessment as part of this selection process.
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## Contacts

Contact for additional Information: Human Resources Team - [human.resources@ombudsman.gov.au](mailto:human.resources@ombudsman.gov.au)

Applications should be sent via email to: [recruitment.twelve@ombudsman.gov.au](mailto:recruitment.twelve@ombudsman.gov.au)

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## Closing Date

Applications close at 11:59pm **EDST 15 March 2021**

## Include with your application:

- [Application cover sheet](#)
  - A one page pitch describing your suitability to the position, ensuring that you include specific examples of your skills and experience relevant to the job advertised and the selection criteria referenced in our ideal candidate information. Please limit your response to **700** words.
  - A current Resume
  - Contact details for two referees.
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## Attachment A

### RecruitAbility Scheme

The Office of the Commonwealth Ombudsman is committed to supporting the employment and career development of people with disability. Our participation in the APS RecruitAbility scheme means we will progress an applicant with disability to a further stage in the recruitment process, where they opt into the scheme and meet the minimum requirements for the vacancy.

### How do I opt into the RecruitAbility scheme?

You will be asked to indicate if you wish to opt into the RecruitAbility scheme under the 'RecruitAbility' heading on the [Job Application Cover Sheet](#). You must tick the 'opt in' box to participate in the scheme. Simply declaring that you have a disability will not automatically include you in the scheme.

### Reasonable adjustments

We provide reasonable adjustments such as access, equipment or other practical support at relevant stages of the recruitment process. Please ask us if you need any adjustments made.

Details about the RecruitAbility scheme can be found at the Australian Public Service Commission's website (<http://www.apsc.gov.au/publications-and-media/current-publications/recruitability-applicants-guide>).

### What do we mean by disability?

For the purposes of the scheme, 'disability' is based on the Australian Bureau of Statistics definition and is a current limitation, restriction or impairment, which has lasted, or is likely to last, for at least six months and restricts everyday activities. This includes:

- loss of sight (not corrected by glasses or contact lenses)
- loss of hearing where communication is restricted, or, an aid to assist with or substitute for hearing is used
- speech difficulties
- shortness of breath or breathing difficulties causing restriction
- chronic or recurrent pain or discomfort causing restriction
- blackouts, fits, or loss of consciousness
- difficulty learning or understanding
- incomplete use of arms or fingers
- difficulty gripping or holding things
- incomplete use of feet or legs

- nervous or emotional condition causing restriction
- restriction in physical activities or in doing physical work
- disfigurement or deformity
- mental illness or condition requiring help or supervision
- long-term effects of head injury, stroke or other brain damage causing restriction
- receiving treatment or medication for any other long-term conditions or ailments and still restricted
- any other long-term conditions resulting in a restriction.

The two parts of the definition are the presence of a limitation, restriction or impairment which restricts everyday activities; and the expected longevity of the condition (6 months or more). This also includes episodic conditions if they are likely to recur.

You do not need to provide evidence of your disability to opt into the scheme, but you are making a declaration to the APS that you meet the definition.