



Candidate Information Kit

Complaints Officer (APS 4)

Actual Vacancies



Complaints Officer – Actual and Expected Vacancies

APS 4

\$68,210 - \$74,215

Office of the Inspector-General of Intelligence and Security

Ongoing, Full-time & Part-time

ACT

Positive Vetting

Who are we?

The Inspector-General of Intelligence and Security (IGIS) is central to the independent oversight of the Australian intelligence and security agencies. The IGIS is an independent statutory office holder who reviews the activities of Australia's intelligence and security agencies to ensure they act legally and with propriety, comply with ministerial guidelines and directives, and respect human rights. All IGIS staff members assist the Inspector-General to provide assurance to the Parliament and the public that these agencies are using their powers as intended.

The Opportunity

An APS 4 Complaints Officer under the direction of the Complaints Manager will:

- assist with assessing and handling complaints in accordance with relevant legislation, policy and procedures
- use good research and problem solving skills to identify different avenues to resolve complaints, including those outside the jurisdiction of the IGIS
- assist in the formulation of written responses to complainants
- communicate confidently and clearly (orally and in writing) with people from a wide range of backgrounds
- ensure IT systems (including the relevant databases) are used effectively to record, process and monitor complaints
- manage own work responsibilities within agreed priorities, and help to identify and implement improved work practices
- work effectively and cooperatively as a member of a team, including assisting with quality assurance and participating in corporate activities and project work.

To be successful in this role you will have:

- the desire to work in a productive, values driven organisation and to achieve results
- a positive attitude, energy and commitment to the objectives of IGIS
- well-developed interpersonal skills such as listening, questioning skills, and conflict management
- experience working with clients or complainants in the direct delivery of services.

Experience in one or more of the following areas is desirable for an APS 4 Complaints Officer:

- handling of complaints and/or Public Interest Disclosures
- customer service
- administrative decision making

Eligibility and further information

The successful candidate must be an Australian citizen and able to obtain and maintain a Positive Vetting security clearance. Successful candidates will be required to undergo organisational suitability testing as part of this selection process.

How to Apply

Applicants are required to submit an application using the webform on the IGIS website (<https://www.igis.gov.au/form/recruitment>) by 31 January 2021 at 11:59pm AEDT. As part of your application you will need to provide:

- your resume, including the contact details of two referees; and
- a 'statement' of no more than 750 words telling us how your education, skills, knowledge and experience make you suitable for the position.

Applicants wishing to provide classified information in their application should contact Meg on 02 6141 3330 before the closing date.

Contact

If you would like more information about the position, please contact Meg on 02 6141 3330 or by email at OIGIS-HR@igis.gov.au.

Security Clearance, Organisational Suitability and Conflict of Interest Declaration Requirements

Positions in the OIGIS are positions of trust. Appointment to our office depends on the outcome of an organisational suitability assessment. Appointment and ongoing employment in the OIGIS are subject to a Positive Vetting clearance being granted and maintained. Security vetting may take many months to complete and requires candidates to provide significant information to the vetting authority. In addition, all OIGIS staff are required to make annual conflict of interest declarations.

Frequently Asked Questions

What should I include in my resume?

The quality of your resume creates the first impression we have of you. As a minimum you should ensure that you include the following elements:

- personal details – include your name, contact email address and phone numbers;
- education – provide details of any education and qualifications that relate to the position you are applying for;
- work experience – include all work experience and outline the main responsibilities and achievements that are relevant to the position for which you are applying. Organise your employment history in chronological order, starting with the most recent, and indicate actual dates of employment. Make sure to explain any gaps in time;
- referees – include the name and contact details of two professional referees who can validate and support your application; and
- layout – the standard resume length is between two to six pages. Use an easy to read font and a simple consistent format. Use bullet points to break up text. Place key information on the front page where it can be noticed. Highlight important facts, and ensure that you can back them up with examples if asked at interview.

What should I include in my statement?

Your 750 word statement is a chance to persuade us that you would be an excellent Complaints Officer. We want to know why you want to work for this office, why you are interested in the role, what you can offer us and how your skills, knowledge, experience and qualifications are applicable to the role.

How will my application be assessed?

All selection decisions are based on merit which means that:

- the assessment process is fair and consistent;
- assessment is based on position specific requirements for the position – things that are genuinely required for someone to perform the role at the respective classification; and
- as evaluated, the best person for the position is offered the position.

Your statement will be assessed using the APS Work Level Standards. The Work Level Standards are available at: <https://www.apsc.gov.au/work-level-standards-aps-level-and-executive-level-classifications>.

In doing so, you will be judged on your ability to demonstrate that you possess - or have the real potential to develop - the required skills, knowledge, experience and qualifications to perform the role.

These requirements are based on the information provided to you as part of the position advertisement. If you are shortlisted you may be asked to undertake further assessment to test your ability to perform the role. This may include testing your written communication skills.

In the event that more than the required number of suitable candidates is identified, a merit pool may be established and maintained to fill similar vacancies within a 12-month period, should they arise.