Entry level service delivery roles (Identified & non-Identified)

CATEGORY	DESCRIPTION
Classification	APS3 / APS4
Job number	EXT-M-2023-1729
Salary	$63,760 - $71,062 (APS3) / $71,063 - $78,735 (APS4) Plus a generous 15.4% superannuation contribution
Employment type	Full-time / Part-time / Casual
Job type	Ongoing / Non-ongoing / Casual
Location/s	National (refer to Attachment A for the full list of locations)
Group	Various
Division	Various
Branch	Various
Section	Various

This job closes at 11:30pm Australian Eastern Daylight Time (AEDT) on 30 November 2023.

Important information – please read

- The agency has an ongoing need for entry level service delivery staff that ensures we can support Australians in their everyday lives, including during emergency responses.

- To support our need for APS3 and APS4 entry level service delivery staff, we are conducting this recruitment exercise.

- Current APS3/4 merit pools will continue to be used until they expire (18 months from the date they were advertised).

- If you're in a current merit pool, you don't need to apply for these processes unless:
  - you wish to be considered for a position after your merit pool expires,
  - you are in a merit pool for one classification (e.g. APS3), and you wish to be considered for the other (e.g. APS4), or
  - you wish to be considered for a different location to the preference in your previous application/s.

- To learn more about this process, keep reading this job pack.

About the job

SERVICE DELIVERY, WORK THAT REWARDS

"Every customer's experience is different. You'll go above and beyond because you care."

Customer service means a lot to our agency. When you work with us, you'll support the Australian community when they need government services. You'll help make it simple to access these services so people can get on with their lives. Our service delivery staff respond to a broad range of complex customer circumstances in a fast-paced and dynamic environment.

Our roles connect with customers in person, on the phone and through online services to deliver Centrelink, Child Support and Medicare services.

To learn more about the agency and what it's like to work for Services Australia, please refer to Attachment A, or visit the Services Australia website.

About the role:

We're looking to fill a range of entry level service delivery roles at the APS3 and APS4 level.

To be successful in these roles, you'll bring a desire to deliver exceptional customer service by:

- interacting with a diverse range of individuals including people in vulnerable circumstances with professionalism, empathy and a willingness to help

- delivering a range of customer service functions including call centre or processing work, face to face services, debt management, compliance, program management support, and service desk support

- building an awareness of our digital services and helping customers use them to conduct their business with us.

You'll work under the support and general direction of senior staff to make decisions within defined legislative, policy and procedural parameters.

We may also use this process to fill 'identified' positions.

What is an 'Identified' position?

An 'identified' position has strong involvement with Aboriginal or Torres Strait Islander people, their communities or their representatives.

'Identified' positions are open to Indigenous and non-Indigenous Australians.

When you complete an application form, you'll be asked if you want to be considered for 'identified' positions. If you select 'yes', you'll need to answer a question to demonstrate your:

- understanding of issues affecting Aboriginal and Torres Strait Islander people

- ability to communicate sensitively and effectively with Aboriginal and Torres Strait Islander peoples.

To find out where 'identified' positions may be located, please refer to Attachment B - Locations.

You'll be responsible for:

- providing exceptional customer service support at point of contact, to determine and make payments to customers, and payments made by customers

- supporting customers by directing them to appropriate service channels, completing enquiries at first contact, identifying and prioritising customers who may be experiencing vulnerable circumstances, in distress or who have accessibility needs, and escalating potential issues to the leadership team

- helping customers build their digital skills across a range of platforms, payments, programs and services

- improving customers' ability to navigate and self-manage their payments and services

- helping customers understand legislation, policy, procedures, payments and services administered by the agency

- undertaking or participating in assessments and quality assurance activities to ensure payments are accurately delivered to customers

- reviewing agency data sources and checking for payment correctness

- providing on-the-job support to colleagues and working collaboratively in a team environment.

To learn more about all of the roles, please refer to <u>Attachment C - Positions that may be filled through this process.</u>

Our ideal candidate:

- will deliver a simple, helpful, respectful and transparent experience for customers

- has exceptional customer service skills, empathy and a willingness to help

- is adaptable and embraces change within a dynamic working environment

- is able to interpret and apply legislation, policies and procedures

- can undertake research, problem solve and make sound decisions using appropriate judgement

- has well developed communication skills and the ability to engage with diverse groups of people while building effective working relationships

- displays resilience and an ability to deal with challenging situations

- is digitally savvy and can quickly learn new software platforms.

Essential requirements:

Some positions may require the following:

- a security clearance (or ability to obtain and maintain)

- a working with Children or Vulnerable Persons Check in the relevant state (or ability to obtain and maintain)

- a current driver's license and/or the ability to travel to the workplace.

Work environment:

"We try to make the difficult, simple, which is really hard but rewarding"

These service delivery roles are rewarding and challenging. Every day is different and every customer you encounter will be different. You need to be empathetic, resilient, flexible and be willing to move between different customer service channels and tasks as workload demands change.

You may deliver services to customers in person or on the phone, however most roles are a blend of processing work and telephony support.

These entry level positions involve working in a rostered and/or scheduled environment and may involve shiftwork. Dependent on operational requirements you may:

- preference rostered days of work between 7am and 7pm Monday – Friday

- work a set roster and undertake scheduled activities.

Our workforce operates using an agile approach, and staff can be redeployed to critical frontline functions as required. If you're required to redeploy, all learning, development, technical and pastoral support will be provided to you to enable you to undertake that work.

The application process:

Our recruitment process will focus on assessing the capabilities and skills required to undertake the roles described earlier.

We'll be using online tools, platforms and email communication, so please ensure you apply using an email address you can access at any time (we recommend a personal email address).

If you need reasonable adjustments to participate in the process, please notify the contact officer listed at the end of this job pack, as soon as possible, so we can adjust as needed.

You'll need to have access to a fully charged smart phone, computer or laptop and sufficient data and coverage available to participate fully in the assessment process.

The importance of merit:

Recruitment processes within the APS rely on merit. We have mechanisms in place to ensure candidates are doing the right thing. You must not share or discuss any information relating to the assessments at any time, particularly while the recruitment process is active.

Sharing information such as assessment questions, sharing responses or having someone complete an assessment on your behalf goes against merit. Candidates found to have jeopardised the integrity of a process will be investigated and risk having their application withdrawn, or for APS employees, the matter may also be referred for investigation as a suspected breach of the Code of Conduct.

Extensions:

We're committed to completing this recruitment process as quickly as possible. To achieve this, we're unable to provide extensions to submit your application or to complete online assessments and reference checks.

If you require assistance during this process, it's important you notify the contact officer listed at the

bottom of this job pack as soon as possible so you can still meet the relevant deadlines.

If you can't meet the closing date deadline, don't worry, you can apply to the [Temporary Service Officer Register – APS3 and APS4](#) at any time.

What to expect during the recruitment process:

Stage 1: Application

You'll be asked to provide information about yourself (your address and contact details) and a summary of your employment history.

You'll also be asked if you want to be considered for identified positions. If you select 'yes', you'll need to answer a question which demonstrates your:

- understanding of issues affecting Aboriginal and Torres Strait Islander peoples

- ability to communicate sensitively and effectively with Aboriginal and Torres Strait Islander peoples.

Your employment summary details will need to be entered directly into the system as part of the online application form (no resume or CV upload). You'll be asked to submit information about your 4 most recent and relevant roles as part of your work history.

As noted under the 'Extensions' heading above, we're unable to provide extensions, so don't leave it until the last day to submit your application. Give yourself plenty of time.

Once you submit your application, you'll receive an email confirming it's been received.

You can make changes to your application before the job closes by logging into your profile in our eRecruitment system and selecting My Profile > My Applications. Changes cannot be made after applications close.

Stage 2: Online assessment

Within a week of submitting your application, you'll receive 2 emails inviting you to complete the following 2 online assessments:

- **Vervoe skills assessment:** an online assessment allowing you to demonstrate how you operate in real-world scenarios and your relevant skills. There may be a variety of question types used, such as multiple choice, audio, video and text answer questions. This assessment can be completed on a mobile, tablet, laptop or desktop computer.

- **SOVA personality questionnaire:** an online assessment designed to assist us in understanding your behavioural preferences in the workplace. You'll be asked to rate several statements using a scale of 'Most like me' to 'Least like me'. There's no right or wrong answers so go with your gut feeling. This assessment can be completed on a mobile, tablet, laptop or desktop computer.

The emails contain detailed instructions on how to complete the assessments.

It should take approximately one hour to complete both assessments and you will have 7 days to submit your responses. As noted under the 'Extensions' heading above, we're unable to provide extensions, so don't leave it until the last day to submit your responses. Give yourself plenty of time.

If you require reasonable adjustment to complete either assessment, please notify the contact officer listed at the end of this job pack as soon as possible.

Your online assessments will be reviewed once the job closes. We anticipate this will take several weeks. Once all assessments have been reviewed, we'll provide you with feedback and advise whether or not you've progressed to the next stage of the recruitment process.

Stage 3: Referee checks

If you progress to this stage, we'll contact you to request your referee's contact details. As noted under the 'Extensions' heading above, we're unable to provide extensions, so it's important that you provide this information to us as soon as possible, and that you let your referee know they will be contacted and asked to provide a referee report for you. We'll then email your referee and ask them to complete a referee report.

Your referee should be your current manager. If this isn't possible, or if you've only been working with your current manager for a short period of time, you need to nominate someone else who can make informed comments about your skills for the roles being advertised, such as:

- current manager's supervisor

- previous manager

- mentor

- teacher

- sports coach

- community elder

- volunteer leader (for example, leader of a religious organisation).

It's not appropriate to include a family member or friend as a referee. If you aren't sure who to list as a referee, please contact the contact officer listed at the end of this job pack.

If your referee doesn't support your application or includes any adverse comments, we'll give you the opportunity to respond before making a final decision on your suitability.

We anticipate this stage may take some time to complete following receipt of your referee details.

RecruitAbility

RecruitAbility applies to this vacancy. For more information refer to:

https://www.apsc.gov.au/working-aps/diversity-and-inclusion/disability/recruitability

Eligibility

To be eligible for employment with us, you must be an Australian citizen.

Your suitability for employment with the agency will be assessed through an eligibility and suitability screening process. This process may include any, or all of the following:

- a proof of identity check

- a citizenship and work rights check

- a Nationally Coordinated Criminal History Check (police check)

- a residential history check

- an employment, performance and conduct history check

- specific agency checks, including staff integrity checks or customer integrity checks

- evidence of any mandatory requirements (such as a qualification or evidence relating to Affirmative Measure processes).

Staff may be required to undergo ongoing suitability assessments as part of their employment with the agency.

You must also be willing and eligible to undergo and maintain an Australian Government security clearance to the appropriate level if necessary.

A Working with Children and Vulnerable People Check may also be required for some roles.

A health clearance may also need to be completed. We'll let you know if this is needed.

Some positions within Services Australia may be required to work in settings where mandatory vaccinations are required. Staff in such positions will need to demonstrate that they meet the vaccination requirements or have a relevant exemption.

Redundancy

Section 66 of the [Australian Public Service Commissioners Directions 2022- external site](#) (the Directions) limits the engagement of individuals who have received a redundancy benefit from an Australian Public Service (APS) or the Australian Parliamentary Services. In accepting a redundancy benefit, the individual is excluded from being engaged back into the APS for a defined period called the redundancy benefit period.

To determine if this applies to your circumstance please visit: https://www.apsc.gov.au/working-aps/aps-employees-and-managers/guidance-and-information-recruitment/engagement-people-who-have-received-redundancy-benefit

Additional information

As mentioned earlier, we'll be using online tools, platforms and email communication, so please ensure you apply using an email address you can access at any time (we recommend a personal email address).

These roles will be advertised until 11:30pm AEDT on 30 November 2023.

A merit pool may be established and used to fill future ongoing and non-ongoing vacancies within the next 18 months. Non-ongoing positions may be offered on a full-time or casual basis, for up to 12 months with the possibility of extension.

If you're assessed as successful and placed in the merit pool, you'll receive an email explaining what being in a merit pool means. If you're assessed as unsuccessful and wish to apply again, we strongly recommend you develop your knowledge about the role through researching the Services Australia website and understanding how your skillset and capabilities are transferable to the role prior to

submitting another application.

Contact officer

For further information about this job please contact:

Name: Chandler Macleod Group

Email: ServicesAustralia.SD34@chandlermacleod.com

Phone: 1800 242 560

Recruitment site: http://www.servicesaustralia.gov.au/corporate/careers/job-vacancies

Attachment A - About the agency

Services Australia makes government services simple so people can get on with their lives. Our goal is to make it easier to engage with the services that Australians rely on.

We're transforming our services and looking for people who want to deliver a simple, helpful, respectful and transparent experience for our customers

Do something that matters

Our principles: Simple, Helpful, Respectful, Transparent

We rise to challenges fuelled by the knowledge that what we do matters. Our work can be challenging but is also rewarding, and suits people who are resilient and embrace innovation and change.

We help customers at key moments in their lives. Whether you are helping customers face to face or over the phone, supporting strategic policy, leading whole-of-government initiatives, or working in fraud detection, data and analytics and corporate and technology roles, every person in the agency makes a real difference to Australians.

Join us in making government services simple so people can get on with their lives.

Be part of a large organisation with a strong future

Always evolving

Services Australia's long, proud history starts with the first payment of a pension in 1909.

Through all of life's milestones, and every unexpected event in between, Services Australia has always been and will continue to be there to help. We will continue to make progress towards our vision of making government services simple so customers can get on with their lives.

Meaningful work in every corner of the country

National organisation, many locations

We are one of Australia's largest public sector employers.

We are located in every capital city and over 400 local, regional and remote locations across Australia.

Job opportunities in Services Australia can be right where you are or might be right where you want to be. With sites across the country, we offer diverse employment opportunities so you can plan to take your career anywhere you want to.

Be valued for who you are

Be respected for the unique views and skills that you bring

Services Australia supports you to bring your whole self to work. We are at our best when we reflect the communities we serve. We celebrate people with different cultural backgrounds and disabilities. We are also a leading employer of Aboriginal and Torres Strait Australians, and an LGBTI+ gold employer.

We strive to have a culture where you will be supported, respected and valued by your colleagues and leaders.

You will work in an environment that is safe and secure and where you are encouraged to participate, collaborate, share ideas and grow to reach your full potential.

A work environment that meets your needs

Conditions that support your health, wellbeing and lifestyle

- 15.4% employer contribution to superannuation

- Salary advancement

- Strong focus on individual and team performance

- Recognition and rewards programs

- School holiday care allowance

- Flex and overtime provisions

- Entry level programs

- Strong focus on security and work health and safety

- Generous parental, annual and personal leave provisions with the ability to purchase additional annual leave

- Access to annual and long service leave at half pay

- Sabbatical leave

- Defence Reserve leave

- Cultural/ceremonial leave

- Adjustments to your workspace to meet individual needs

- Accredited Breast Feeding Friendly Workplace (ABA)

- Internal and external learning and development

A work environment that meets your needs

- Study assistance

- Annual flu vaccination

- Employee assistance (counselling sessions)

- Salary sacrifice

Attachment B – Locations

You'll need to list your region preference in the application form. You may be offered a position in any region you preference, so it's important that you review locations carefully before submitting your application.

Every effort is made to match your preference with job availability. Where this isn't possible, alternative locations close to your home location may be considered.

'Identified' positions are relevant to locations with an asterisk (*) in the table below.

Regional South Australia	Regional Northern Queensland	Darwin and surrounds	Regional Southern Victoria
• Berri • Broken Hill • Ceduna • Coober Pedy • Kadina • Mt Gambier • Port Augusta • Port Lincoln • Port Pirie • Victor Harbor • Whyalla	• Atherton • Ayr • Bamaga • Biloela • Bowen • Cairns and surrounding suburbs • Cannonvale • Charters Towers • Emerald • Ingham • Innisfail • Longreach • Mackay • Mareeba • Mossman • Mount Isa • Normanton • Northern Peninsula* • Palm Island* • Thursday Island* • Townsville and surrounding suburbs • Weipa* • Yarrabah*	• Casuarina* • Darwin* • Palmerston*	• Bairnsdale • Colac • Morwell • Portland • Sale • Traralgon • Warragul • Warrnambool • Werribee • Wonthaggi

Regional Tasmania	ACT and surrounds	Regional Northern Victoria	Adelaide and surrounds
• Bridgewater • Burnie • Devonport • Huonville • Kingston • Launceston • Sorell	• Belconnen • Braddon • Forrest • Gungahlin • Queanbeyan • Tuggeranong • Woden • Yass	• Ararat • Ballarat • Bendigo • Corio • Echuca • Hamilton • Horsham • Maryborough • Mildura • Seymour • Shepparton • Stawell • Swan Hill • Wangaratta	• Adelaide • Eastwood • Elizabeth • Gawler • Glenelg • Kilkenny • Modbury • Mt Barker • Murray Bridge • Noarlunga • Norwood • Oaklands Park • Port Adelaide • Prospect • Salisbury • Torrensville

Melbourne and surrounds			Regional Southern Queensland
• Abbotsford • Heidelberg • Airport West • Lilydale • Belgrave • Melbourne CBD • Bentleigh • Melton • Boronia • Moorabbin • Box Hill • Mornington • Broadmeadows • Mordialloc • Moreland • Brunswick • Narre Warren • Newmarket • Camberwell	• Oakleigh • Cheltenham • Pakenham • Dandenong • Darebin • Preston • Docklands • Ringwood • Epping • Rosebud • Flemington • Rowville • Footscray • South Melbourne • Frankston • Springvale • Geelong • Sunbury • Glen Waverley	• Cranbourne • Prahran • Sunshine • Greensborough • Taylors Lakes • Hastings • Werribee	• Buddina • Bundaberg • Caloundra • Charleville • Dalby • Gladstone • Gympie • Hervey Bay • Kingaroy • Maroochydore • Maryborough • Nambour • Noosaville • Pialba • Rockhampton • Stanthorpe • Toowoomba • Warwick • Yeppoon

Regional Northern Territory	Perth and surrounds	Regional Western Australia	Brisbane and surrounds
• Alice Springs*	• Armadale	• Albany	• Beaudesert
• Borroloola*	• Cannington	• Broome*	• Beenleigh
• Galiwinku*	• Fremantle	• Bunbury	• Biggera Waters
• Groote Eylandt*	• Gosnells	• Busselton	• Brisbane
• Halls Creek*	• Innaloo	• Carnarvon	• Browns Plains
• Hermannsburg*	• Joondalup	• Derby*	• Caboolture
• Katherine*	• Mandurah	• Esperance	• Capalaba
• Maningrida*	• Midland	• Fitzroy Crossing*	• Chermside
• Nhulunbuy*	• Mirrabooka	• Geraldton	• Cleveland
• Santa Teresa*	• Morley	• Kalgoorlie	• Deception Bay
• Tennant Creek*	• Osborne Park	• Karratha	• Fortitude Valley
• Tiwi Islands*	• Perth	• Kununurra*	• Goodna
• Wadeye*	• Rockingham	• Laverton	• Goondiwindi
• Yuendumu*	• Success	• Newman	• Inala
	• Victoria Park	• Northam	• Ipswich
	• Warwick	• South Hedland	• Kawana Waters
			• Margate
			• Mitchelton
			• Nerang
			• Nundah
			• Palm Beach
			• Robina
			• South Brisbane
			• Southport
			• Stones Corner
			• Strathpine
			• Toowong
			• Upper Mt Gravatt
			• Woodridge
			• Wynnum

Regional Northern New South Wales		Sydney metropolitan	
• Adamstown	• Murwillumbah	• Auburn	• Leichhardt
• Ballina	• Muswellbrook	• Bankstown	• Liverpool
• Bourke	• Narrabri	• Blacktown	• Marrickville
• Brunswick Heads	• Nelson Bay	• Bondi Junction	• Merrylands
• Casino	• Newcastle	• Brookvale	• Mt Druitt
• Cessnock	• Nambucca Heads	• Burwood	• Parramatta
• Charlestown	• Port Macquarie	• Cabramatta	• Penrith
• Coffs Harbour	• Raymond Terrace	• Camden	• Redfern
• Ettalong	• Singleton	• Campbelltown	• Rockdale
• Glen Innes	• Tamworth	• Campsie	• Rouse Hill
• Gosford	• Taree	• Caringbah	• Ryde
• Grafton	• The Entrance	• Chatswood	• St Marys
• Gunnedah	• Toronto	• Darlinghurst	• Surry Hills
• Inverell	• Tuggerah	• Eastgardens	• Sutherland
• Kempsey	• Tuncurry	• Fairfield	• Windsor
• Kurri Kurri	• Tweed Heads	• Hawkesbury	
• Lake Haven	• Wallsend	• Hornsby	
• Lismore	• Wyong	• Hurstville	
• Maitland	• Woy Woy	• Ingleburn	
• Moree	• Yamba	• Katoomba	

Hobart and surrounds	Regional Southern New South Wales		
• Dowsing Point	• Albury	• Goulburn	• Springwood
• Glenorchy	• Armidale	• Griffith	• Tumut
• Hobart	• Batemans Bay	• Katoomba	• Ulladulla
• Rosny Park	• Bathurst	• Leeton	• Wagga Wagga
	• Bega	• Lithgow	• Walgett
	• Bowral	• Mayfield	• Wollongong
	• Cooma	• Mudgee	• Young
	• Corrimal	• Narooma	
	• Cowra	• Nowra	
	• Deniliquin	• Orange	
	• Dapto	• Parkes	
	• Dubbo	• Shellharbour	

Attachment C - Positions that may be filled through this process

You don't need to list your role or classification preference in the application form – you'll be considered for all roles and classifications. After the last assessment stage, you will be advised if you've been found unsuccessful, successful at the APS3 classification only or successful at both the APS3 and APS4 classifications.

The types of positions that may be filled from this exercise include, but are not limited to:

APS3

Service Officer, Service Delivery

Assist customers across a range of payments, programs and services and work across one or more service delivery channels (telephone, face-to-face or processing). Assess customer and stakeholder needs and encourage the use of self-service or digital service options. Deliver integrated and connected services that meet customer needs.

Compliance Support Officer, Compliance and Regulation

Assist in the assessment and review of customer data ensuring evidence is accurate and records are updated.

APS4

Service Officer, Service Delivery

Work across one or more service delivery channels (telephone, face-to-face or processing) to provide tailored service to customers, some of who may be facing significant disadvantage or multiple complex challenges. Assess the customer needs and determine entitlements and obligations. Work in close partnership with key stakeholders to support the delivery of quality programs and services. Provide peer support to staff, review decisions, provide quality assurance and manage complaints from customers.

Program Support Officer, Service Delivery

Undertake procedural, clerical, administrative or operational tasks associated with the delivery of the agency's programs.

Service Desk Support Officer, Service Delivery

Support the effective delivery of a helpdesk function for the business by providing advice on procedural and technical queries.

Compliance Support Officer, Compliance and Regulation

Review customer data from multiple sources and investigate inconsistencies to ensure that the agency delivers its service and payments in line with legislation and policies.

Quality Support Officer, Compliance and Regulation

Undertake quality assurance activities, project work and administrative tasks.