# APS4 Corporate Operations Position Description

## Position Details

| **Position Name** | Corporate Operations |
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| **System Job Title** | NDIA APS4 Corporate Services |
| **APS Classification** | APS4 |
| **Group** | Chief Operating Officer |
| **Division** | Chief Financial Officer |
| **Branch** | Procurement and Corporate Services |
| **Reports to** | APS5 Corporate Services |

## Position Purpose

### About NDIA

The National Disability Insurance Agency (NDIA) is an independent statutory agency that is responsible for implementing the National Disability Insurance Scheme (NDIS), which will support a better life for hundreds of thousands of Australians with a significant and permanent disability and their families and carers. The NDIA values a positive contemporary attitude to disability.

As a Federal Agency, we work within a legislative and regulatory environment. We adhere to the [Australian Public Service Code of Conduct](https://www.apsc.gov.au/working-aps/integrity/integrity-resources/code-of-conduct) as set out in section 13 of the *Public Service Act 1999*.

Our work is driven by the [Corporate Plan](https://www.ndis.gov.au/about-us/publications/corporate-plan) which provides strategic direction to achieve our purpose of making a difference so that people with disability can choose and achieve their goals.

The [NDIA Values](https://www.ndis.gov.au/about-us/careers-ndia/values) are:

* **We value people** – We put participants at the heart of everything we do.
* **We grow together** – We work together to deliver quality outcomes.
* **We aim higher** – We are resilient and always have the courage to do better.
* **We take care** – We own what we do and we do the right thing.

Our values reflect our passion and commitment to building a positive, participant-centred culture.

The NDIA welcomes and encourages applications from people with disability, Aboriginal and Torres Strait Islander peoples, people with diverse cultural and linguistic backgrounds and LGBTQIA+ peoples.

Where possible, the NDIA will make reasonable adjustments to enable individuals with disabilities to perform the essential functions of the role.

### About the Team

The Procurement and Corporate Services Branch support the NDIA business areas by providing corporate, procurement and property services.

The Procurement team is responsible for partnering with business areas to procure goods and services for the Agency. We focus on applying the Commonwealth Procurement Rules, and NDIA policy to ensure value for money outcomes.

### About the Role

The APS4 Corporate Operations is a team membership position that will work within defined parameters relating to their area of responsibility. The role will be required to apply well-established policy, principles, practices and procedures to achieve outcomes that supports and contributes to NDIA’s objectives to “build a world-leading National Disability Insurance Scheme”.

The role will be required to provide operational and administrative support that is informed and directed by sound knowledge in records and information management areas and may undertake some research and analysis activities.

Responsibilities of the role include but are not limited to:

* Providing support to Corporate Operations staff on fleet, mail and other corporate operations matters.
* Managing enquiries and providing sound practical and procedural advice to stakeholders.
* Providing support in the development and implementation of operational procedures.
* Understanding operational issues as they arise and escalating as necessary.
* Undertaking the processing and distribution of mail and associated activities.
* Engaging with Services Australia on NDIA fleet issues including leasing arrangements.
* Tracking, monitoring and reporting on operational activities.
* Providing support in the development of executive reports, briefs and other written material.

(NOTE: the key responsibilities of the role are based on current priorities and may change over time)

### Capabilities of the Role

The NDIA has a capability framework aligned to the Australian Public Service (APS) Work Level Standards. The NDIA capabilities detailed below are those required to perform the role.

#### Adaptability

Maintaining effectiveness when experiencing major changes in work responsibilities or environment (e.g., people, processes, structure, or culture); adjusting effectively to change by exploring the benefits, trying new approaches, and collaborating with others to make the change successful.

#### Building Customer Loyalty

Meeting and exceeding internal or external customer expectations while cultivating relationships that secure commitment and trust.

#### Continuous Learning

Actively identifying new areas for learning; regularly creating and taking advantage of learning opportunities; using newly gained knowledge and skill on the job and learning through their application.

#### Managing Work

Effectively managing one’s time and resources to ensure that work is completed efficiently.

#### Leveraging Feedback

Taking full advantage of opportunities to receive and explore feedback about own performance (from assessments, managers, co-workers, internal/external partners, or customers); responding favourably to feedback and using it constructively to take action to improve knowledge, skills, behaviour, and impact on others.

#### Technical / Professional Knowledge or Skill

Having achieved a satisfactory level of technical, functional, and/or professional skill or knowledge in position-related areas; keeping up with current developments and trends in areas of expertise; leveraging expert knowledge to accomplish results.

#### Managing Relationships

Meeting the personal needs of individuals to build trust, encourage two-way communication, and strengthen relationships.

#### Quality Orientation

Accomplishing tasks by considering all areas involved, no matter how detailed; showing concern for all aspects of the job; accurately checking processes and tasks; being watchful over a period of time.

#### Energy

Consistently maintaining high levels of activity or productivity; operating with vigour, effectiveness, and determination over extended periods of time.

## Work Level Expectations

The NDIA work within the [Australian Public Service (APS) Work Level Standards](https://www.apsc.gov.au/working-aps/aps-employees-and-managers/work-level-standards-aps-level-and-executive-level-classifications). The duties detailed below are specific to the APS4 classification.

### Leadership and Accountability

Practical and procedural knowledge across a technical or specialist area.

Responsible for managing competing requests, demands and priorities.

### Management Diversity and Span

With reference to appropriate guidelines, procedures and precedents activities may include preparing/assessing/awarding payments for administered programs or facilitating and ensuring correct payments are made by customers.

### Job Context and Environment

Decisions are based on policy, procedures and working standards that provide only general guidelines and impact on the work area or specific function.

Work is moderately complex, relates to a limited range of activities and tasks and requires the application of well-established principles, practices and procedures in combination.

### Independence and Decision-Making

The work may involve working independently to manage specific tasks, processes or activities against stated objectives with supervision generally limited to complex tasks or unfamiliar situations.

Decisions are based on policy, procedures and working standards that provide only general guidelines and impact on the work area or specific function.

Judgements involve facts or situations, some of which require analysis.

### Stakeholder Management

Liaise with stakeholders and assist to resolve moderately complex issues.

Contact with stakeholders is in terms of comprehensive advice, support and resolution of issues.

### Role Specifications

The role is required to be performed in a work environment that has the following core characteristics and requirements:

* Working in an open office environment (exposure to general workplace chatter)
* Working from home on occasion
* Working in a hot desk environment
* Significant periods of sitting at a counter or desk
* Operating a telephone
* Computer/screen-based work
* Ability to use computer/software applications including Microsoft Office and NDIA business applications such as NDIA’s client records management system (CRM)
* Assistance animals may be in the work area

#### Security

The following essential checks/clearances are required to perform the role:

* Pre-Engagement Check - this is a mandatory pre-employment security screening process. All employees and contractors of NDIA must undertake a Pre-Engagement Check. This check is undertaken for any individual who will have non-public access to agency resources (information, buildings, systems, assets, staff and customers)

## Organisational Responsibilities

Assume responsibility for the identification of risks, including the evaluation, management and control of all risks relevant to your area of responsibility.

To ensure compliance with the *Work Health and Safety (Commonwealth) Act 2011*, the occupant of this APS position is accountable while at work to ensure they:

* take reasonable care for their own health and safety; and
* take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons; and
* comply with reasonable instruction, policy or procedures given or notified by the NDIA relating to health or safety across the NDIA.