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. 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.

this about the role and requirements.

I have some ideas that related to this job. Please refer all the information and answer the selection criteria: Please describe and give examples of how your skills and professional experience will allow you to contribute to the role. \*

1. I used to create policy and report about school project, work together with team for the project in my diploma.

2. in my internship recently, I work as a team to support the company and it include doing research and writing report to support projects they are doing, like international trading data report, how the companies cooperation together. Also, I am doing my own research and give my understanding and suggestions.

3. I joined the team meeting and implemented the task that required in the meeting. I implemented the website content collection.

4. develop new client and building relationships with them. I regularly contact with customers for updates or new demands from them. I believe it is very important to build trust with clients is the base to cooperation.

5. I got high efficiency on time management. During my internship, I dealing with 5 projects research and develop 11 new clients at same time. By doing priority and time management strategies, I successfully achieved goals that the team needs.

1. Demonstrated Policy and Report Creation:

During my Information Technology Diploma at TAFE NSW, I actively engaged in creating policies and reports as part of various team projects. For instance, I led a team in developing a comprehensive policy for a school project, ensuring that it adhered to well-established principles and practices. This experience has equipped me with the ability to apply policies effectively, a crucial skill required for the APS4 Corporate Operations role at NDIA.

2. Research and Report Writing Skills:

In my recent internship at Ausmate Group, I collaborated with a diverse team to support company projects, including international trading data reports. My responsibilities involved conducting in-depth research and compiling detailed reports that provided valuable insights into company operations and collaborations. This experience aligns with the NDIA's requirement for undertaking research and analysis activities to inform operational and administrative support.

3. Active Participation in Team Meetings:

Throughout my internship, I actively participated in team meetings, implementing tasks assigned during discussions. Notably, I took charge of website content collection, contributing to the overall efficiency and success of the team's objectives. This highlights my ability to work within defined parameters and collaborate effectively in a team environment, an essential requirement for the NDIA role.

4. Client Development and Relationship Building:

A significant part of my internship involved developing new clients and nurturing relationships with them. I successfully built trust with clients by staying in regular contact, providing updates, and understanding their evolving needs. Building strong relationships with stakeholders is a key aspect of the NDIA role, and my experience in client development directly aligns with this requirement.

5. Efficient Time Management:

In a dynamic work environment during my internship, I demonstrated high efficiency in time management. Juggling multiple projects concurrently, including handling research for five projects and developing relationships with 11 new clients, showcased my ability to prioritize tasks effectively. This experience directly correlates with the NDIA's expectation for effective management of competing requests and demands, ensuring tasks are completed efficiently.

Conclusion:

My diverse experiences in policy creation, research, report writing, active team participation, client development, and efficient time management make me well-suited for the APS4 Corporate Operations role at NDIA. I am confident that my skills and professional background align seamlessly with the outlined responsibilities and capabilities, and I am eager to contribute to the NDIA's objective of building a world-leading National Disability Insurance Scheme.