



Australian Government

IP Australia



Welcome to IP Australia.

We are committed to delivering world leading IP services that are modern, effective and efficient, ensuring all Australians benefit from great ideas. Through innovative solutions we pursue productivity and quality improvements that underpin our customer focused agency.

We are proud of our flexible, diverse and inclusive culture.

Our commitment to flexible work is leading to increased collaboration and productivity among our staff in activity based working environments. We continue to implement best practice workforce planning to ensure we attract the best and brightest minds, providing challenging opportunities to develop leadership and management skills.

Our people remain our greatest asset. We provide an environment that allows success in achieving personal and professional goals.

We invest in talent and capability development to build our workforce of the future. By encouraging diversity of thought and a culture of curiosity we inspire leadership and accountability at all levels.

We want to ensure we attract the best talent, develop and challenge them, developing our people and reinforcing IP Australia's position as leaders of IP rights administration in the region.

I hope you will consider IP Australia as an employer.

Michael Schwager
Director-General
IP Australia



Position Profile

Position Title:	Customer Operations Officer
Classification:	APS4
Position Number:	Various
Tenure:	Non-ongoing
Duration:	For a period of up to 12 months with the possibility of extension
Section:	Pre Exam and Information Services or Post Exam
Group:	Customer Experience Group
Division:	Customer Services
Location:	ACT
Immediate Supervisor:	APS6
Security Classification:	ENTRY ONLY

Our Agency

IP Australia is an Australian Government agency with a passion for bright ideas, offering a great work-life balance, flexible working arrangements and rewarding career paths in the intellectual property (IP) industry.

IP Australia administers intellectual property rights and legislation relating to patents, trade marks, registered designs, and plant breeders' rights in Australia. These rights offer the owner protection against others stealing their ideas and profiting from them.

Australia's Intellectual property (IP) rights system supports innovation, investment, and international competitiveness. IP Australia administers Australia's IP rights system, specifically patents, trade marks, designs and plant breeder's rights. IP Australia also undertakes programs to educate and promote an awareness of intellectual property (IP), provides IP policy input to Government, develops legislation to support the IP system and contributes to bilateral and multilateral negotiations to improve IP protection internationally.

Australian Public Service (APS) Values guide us through our working lives, setting expectations for shared behaviour that keep our workplace harmonious and productive. The values are also a promise to the people of Australia that we can be trusted to act with integrity, in their service and in accordance with the Public Service Code of Conduct. They guide our actions and are not just words on a page.

Group Responsibilities

The Customer Experience Group (CEG) within the Customer Services Division (CSD) of IP Australia ensures Australians benefit from the effective use of intellectual property by:

- Providing pre and post examination and research and information services to internal and external customers and stakeholders
- Enabling an effective quality management system (QMS) and offering strategic, targeted and evidence based technical training to the CSD as well as selected regional IP offices

Section Responsibilities

The Pre Exam and Information Services section and the Post Exam section within CEG are responsible for providing efficient, effective, timely and high quality pre and post examination, and research and information services to customers and stakeholders. This includes:

- Delivery of end-to-end processing of Intellectual Property Rights (IP Rights) customer service requests and transactions
- Providing high level process and administrative support to the agency's examination areas, including overseeing the administration of the opposition process
- Providing second level customer support to the Customer Service Centre and managing resolution of complex customer queries
- Providing high quality information services and resources to support the examination work and research needs of agency employees
- Providing advice and subject matter expertise to policy areas and other business projects

Job Description / Context of the Role

Customer Operations Officers work within one of the teams in either the Pre Exam and Information Services or the Post Exam section of the Group. The specific IP-related tasks and service requests they perform vary according to the teams but may relate to information services, examination workflow, new applications, fees, service request management, international, amendments, post acceptance, extensions of time and/or opposition matters.

Customer Operations Officers play a vital role in the delivery of high performing core business and internal operations for the agency. They apply their knowledge of IP rights legislation in accordance with their delegation to process service requests and respond to queries. They have a strong focus on customer service, are an escalation point of contact for our customers and leave a lasting impression on their overall experience.

Customer Operations Officers work collaboratively with other members of the team to achieve established quality, productivity and customer service standards.

Job Specific Duties

- Processes service requests and responds to customer enquiries, using processing systems and various communication channels
- Engages with internal and external stakeholders and provides technical support and assistance to team members, customers and other stakeholders specific to particular areas relating to the administration of IP rights
- Works collaboratively in a team to achieve team outcomes
- Actively participates in quality assurance, training and continuous improvement activities
- Demonstrates attitudes and behaviours responsive to workplace change (including participates in and encourages others to participate in change and contribute to successful outcomes)
- Improves organisational performance through effective engagement with and management of risk within relevant sphere of influence
- Establishes clear expectations and creates an environment to achieve stated goals and objectives, takes ownership and honours commitments
- Maintains an understanding of their/worker responsibilities under the *Work Health & Safety Act 2011* (WHS Act) and a commitment to promoting a healthy and safe workplace

Job Specific Capabilities

- Completes technical activities and service requests to the required standards and established objectives
- Applies and provides technical knowledge on team functions, processes, procedures and systems
- Effectively engages with customers and stakeholders and delivers high quality written and verbal communications
- Takes on feedback and embraces opportunities for continuous improvement
- Demonstrates ability to interpret and apply legislation and makes decisions in accordance with delegations

Please note: Applicants are encouraged to refer to the attached Capability Framework documentation which outlines agency wide behavioural descriptions for the five core capabilities at this classification.

Eligibility Qualifications / Knowledge Required

Mandatory:

There is mandatory training required for this role. It is a condition of engagement that the successful applicant completes Stage 1 of the IP Rights Administration Program (a competency-based training program) within four months of engagement, and Stage 2 of the Program within four months of successful completion of Stage 1.

Contact Officer

For further information about this job please contact Natalie Anderson on (02) 6283 2710

Working at IP Australia

IP Australia recognises the importance of employees balancing their work and personal lives by offering staff access to an ongoing series of health and wellbeing programs, flexible work-life policies and a range of professional development programs. IP Australia is a breastfeeding friendly workplace and has an onsite childcare facility with priority enrolment for IP Australia employees.

The IP Australia office in Canberra provides high quality accommodation and facilities. These include: an on-site café, conference, meeting and training rooms; limited on-site parking for cars and motor cycles available on a rotational basis; the provision of undercover bicycle racks; excellent shower/change facilities for staff choosing to walk or ride to work; and the advantage of all staff being co-located in the one building.



**Live
Work
Achieve**

IP AUSTRALIA - TOGETHER WE CAN.

- **FLEXIBILITY**
Maintain a balanced lifestyle.
- **PRIDE IN THE WORK WE DO**
Contribute to high quality outcomes every day.
- **A SENSE OF BELONGING**
Enjoy a sense of belonging and purpose, rich with diversity.
- **PROFESSIONALISM**
Use your expertise in a rewarding and fulfilling environment.
- **INTERNATIONAL REPUTATION**
Work with world leaders in intellectual property.
- **THE AUSTRALIAN PUBLIC SERVICE**
Experience all the advantages of the APS, with the size and agility of enterprise.

Working in the APS

Australian Public Service (APS) Values guide us through our working lives, setting expectations for shared behaviour that keep our workplace harmonious and productive. The values are also a promise to the people of Australia that we can be trusted to act with integrity, in their service and in accordance with the Public Service Code of Conduct.



Capability Framework – relevant to APS Level 3 and APS Level 4



Agility and innovation – learn and apply an innovative and agile approach

- Display adaptability and flexibility in changing circumstances.
- Understand individual tasks, processes and procedures and suggest improvements where possible.
- Contribute to the team's problem solving by collaborating and questioning/challenging the 'why'.
- Take responsibility for managing own work program to achieve results; commit to action.



Customer centric – learn and apply a customer centric focus to deliver outcomes

- Provide relevant information, including services available to a wide variety of customers.
- Understand and respond to customer needs, assisting to resolve issues within agreed timeframes.
- Action and respond to a broad range of service requests, by acting as a routine contact point, escalating where appropriate.
- Engage professionally with customers.



Data literacy – learn and apply the appropriate use of data

- Show judgement, intelligence and common sense in locating the data required to support sound decision-making.
- Support the development of data and information.
- Have an awareness of the frameworks that guide data use and the context in which data is used in the APS.
- Understand the type of data used in the work area and suggest improvements where possible.
- Have the ability to use the data systems and tools available.



Engages with risk – learn and apply positive risk behaviour

- Show an awareness and understanding of risk management.
- Contribute within the team to try new ways of doing something and understand that it may not always be right.
- Share information relating to risk.



People, network and self-leadership – learn and apply authentic leadership behaviour

- Value individual differences and diversity and demonstrate professionalism and adhere to the APS Code of Conduct.
- Understand, be flexible and adapt to new situations and changes in the work environment.
- Understand the importance of building networks and seek to do so.
- Respond proactively to feedback and be willing to develop and apply new skills.
- Take responsibility for identifying own development needs.



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Job Specific Technical Capabilities

- Maintains basic knowledge of, uses and interprets relevant standards, frameworks, policies, guidelines, and/or legislation.
- Demonstrates a basic to sound understanding of technical field of knowledge.
- Understands and applies appropriate processes and practices.
- Adheres to reporting requirements and formats.
- Recognises gaps in own technical knowledge and seeks specialised advice to address these.
- When prompted, shares technical knowledge and skills with less experienced team members.

**The above does not apply to IPRD Trainees. For Trainee expectations refer to IP Rights Learning and Development Manual*