Australian Government

IP Australia

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Work
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IP AUSTRALIA - TOGETHER WE CAN.

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

Our Future Way of Working program, which will see increased collaboration and productivity among our staff in activity based working environments. We will continue to implement best practice workforce planning to ensure we attract the best and brightest minds, provide challenging opportunities to develop leadership and management skills.

Our people remain our greatest asset.

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

IP Australia strongly believes in having the right people, place and technology platforms to support a world leading IP system and enable flexible working.

We continue to implement best practice workforce planning to ensure we attract the best and brightest minds, provide challenging opportunities to develop leadership and management skills, and reinforce our position as leaders of IP rights administration in the region.

Michael Schwager
Director-General
IP Australia

Position Profile

Position Title:	Human Resources (HR) Support Officer
Classification:	APS 5
Position Number:	61231
Tenure:	Ongoing / Non-ongoing
Duration:	Permanent/ Specified Term
Section:	People Services
Group:	Finance and People Services Group
Division:	Policy and Corporate
Location:	ACT
Immediate Supervisor:	Executive Level 1
Security Classification:	ENTRY ONLY

Agency

IP Australia supports and encourages innovation, investment and international competitiveness. IP Australia administers Australia's IP rights system, specifically patents, trademarks, designs and plant breeder's rights. The agency 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.

Section Responsibilities

The People Services Section/ HR team provide specialist strategic and operational HR expertise to support IP Australia's employees in driving an innovative and high performing culture. Working to the Chief HR Officer (CHRO), the HR team provides the full range of human resource services and advice aimed at achieving and supporting a professional, highly skilled and committed workforce that is able to improve IP Australia's business performance and meet the organisation's current and future business needs.

Job description / Context of the role

Occupants of the Human Resource (HR) Support job role deliver high quality and integrated human resource services, advice and support to internal and external stakeholders across a broad range of HR disciplines. HR Support roles collaboratively support the five sections of HR functions within IP Australia: Workforce Planning, Insight and Reporting, Recruitment, Workforce Design and Diversity and Inclusion, People and Organisational Development, People Support and Employee Relations.

IP Australia is looking for HR generalists to join a team of HR professionals operating in an integrated HR service delivery model, in a workplace that is flexible, adaptable and agile. We are focused on:

- working together and building our capabilities to be professional and trusted in our HR advice and guidance
- being agile in our mindset and HR practice
- being connected with shared purpose to the business
- working ethically – ALWAYS!
- delivering collaborative innovative HR solutions

Job Specific duties

The functions of the five HR teams include the provision of services and advice across a broad range of human resource management areas including:

- Workforce Planning, Insight and Reporting
    - Workforce Planning
    - Workforce Reporting
    - HR Systems
    - Strategic and Operational Workforce Planning
    - Succession Planning
    - HR Data

- Recruitment, Workforce Design, Diversity and Inclusion
    - End to end Recruitment and Onboarding
    - WorkforceDesign (Job design / Workforce design)
    - Diversity and Inclusion

- People and Organisational Development
    - Learning and Development offering
    - ACHIEVE
    - Organisational Learning Management
    - Induction
    - Leadership Program
    - Just in time training solutions
    - Manager Capability Program

- People Support
    - Work Health and Safety
    - Case Management including Early Intervention
    - Safety Culture

- Employee Relations
    - Industrial Framework and supporting conditions
    - Tier 1 Helpdesk support

The successful candidates will be excellent communicators with a demonstrated ability to build productive working relationships, strong strategic thinking and analytical skills, agile and innovative problem solvers and a good attention to detail.

For this role you will need experience in HR and delivering results in a fast-paced environment. You will need to demonstrate the ability to meet deadlines, manage projects and think creatively.

Key capabilities:
- Experience in the delivery of HR projects and services
- Ability to work flexibly and display adaptability
- Ability to work well in a team-based environment
- Ability to work across multiple projects with a strong eye for detail and excellent written skills
- Self-awareness, resilience and responsibility for development and continuous learning.
- Ability to work in accordance with the APS Values, Code of Conduct and the IP Australia Capability Framework at the APS5 level (see attached)

- 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 Responsibilities

The HR Support role will have the following key responsibilities:

- Collaboratively provide administrative support to five core sections within the HR function in an agile manner.
- Deliver high quality and integrated human resource services, advice, and support to internal and external stakeholders across a broad range of HR disciplines.
- Provide support, advice, and resolution to enquires, escalating as required to Subject Matter Experts
- Liaise with internal and external stakeholders on policy, project, or operational issues.
- Contribute to the development, implementation and evaluation of HR policies, practices, and services.
- Provide advice and interpretation within own technical or professional area.
- Assist with risk assessment and risk management activities for HR related matters.
- Maintain knowledge of best practice HR and apply within IP Australia context.
- Set priorities for own work to deliver agreed outcomes.

Eligibility qualifications / Knowledge required

Mandatory: At least two (2) years of demonstrated experience working in a HR client focused environment

Desirable: Certificate IV in Human Resources or other HR qualification

Contact officer

For further information about this position please contact Gorana Gardiner on 02 6283 2602 or gorana.gardiner@ipaustralia.gov.au.

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

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 behavior 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 ASP5

Agility & Innovation – Develop and contribute to outcomes using an agile and innovative approach

- Display adaptability and flexibility in changing circumstances and diverse situations.
- Question conventional approaches in the process of developing and applying alternative solutions.
- Research and suggest innovative improvements to team and individual tasks, processes and procedures, looking for better ways to achieve the desired outcome.
- Contribute to the team's innovative problem solving through collaboration, inclusion and the sharing of information.

Customer Centric – Develop and contribute to quality cusomter centric outcomes

- Liaise with and provide advice and recommendations in area of expertise to a wide variety of customers.
- Contribute to quality service outcomes through demonstrating a thorough knowledge of the services.
- Work collaboratively to achieve the best result for customers.
- Respond to a broad range of service requests contributing to resolving complex issues with a solution focus to meet customer needs.

Data Literacy – Develop and contribute to appropriate use and creation of data

- Ensure the data needed to make sound decisions is appropriately sourced and documented.
- Contribute to the development of data and information.
- Contribute to the generation of new ideas using available data and information.
- Understand the frameworks that guide data use and the context in which data is used in the APS.
- Understand the type of data created and used in the work area and have the ability to use the data systems and tools available.

Engages with Risk – Develop and contribute to positive risk behaviour

- Show an awareness of risk management and understand risks involved with role.
- Consider risk when creating solutions and show personal courage.
- Demonstrate own risk management capability in line with risk framework.
- Identify complex issues and consult appropriately with peers and managers.

People, Network and Self-Leadership – Develop and contribute to authentic leadership behaviour

- Develop and understand principles of performance management to effectively manage own and staff performance.
- Model behaviours consistent with flexibility and adaptability in the face of challenging and changes in our work environment.
- Develop networks through new and existing relationships across the business.
- Recognise own limitations in understanding an issue and undertake further development.
- Respond proactively to feedback and look for opportunities to extend knowledge, skills and experience.

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+1 Job Specific Technical Capabilities

- Uses, interprets and explains relevant standards, frameworks, policies, guidelines, and/or legislation.
- Uses effective, current techniques and practices.
- Identifies, interprets and applies relevant information and sound evidence when investigating an issue or topic.
- Seeks, adapts or develops new methods to explore or analyse data or information.
- Uses relevant expertise and knowledge to effectively support a recommendation or position.
- Assists others to locate relevant technical knowledge.

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