



**Australian Government**

**IP Australia**



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

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<b>Position Title:</b>	Assistant Director - Workforce Planning and HR Strategy
<b>Classification:</b>	EL1
<b>Position Number:</b>	8196
<b>Tenure:</b>	Ongoing and Non-Ongoing
<b>Duration:</b>	6- 12 months for non-ongoing with a possibility of extension
<b>Section:</b>	Workforce Planning, Insight & Reporting
<b>Group:</b>	Finance and People Services
<b>Division:</b>	Policy and Corporate
<b>Location:</b>	Flexible
<b>Immediate Supervisor:</b>	Executive Level 2
<b>Security Classification:</b>	ENTRY ONLY

### Group Responsibilities

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The role of the Finance and People Services Group (FPSG) supports IP Australia across a broad range of corporate business services including:

- Financial management and reporting,
- Financial operations processing,
- Financial systems management,
- Provision of security, property and records management, and procurement and contract management, and
- Human resources management.

### Section Responsibilities

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The Human Resources team provides 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.

The Workforce Planning, Insight & Reporting team have a vacancy available at the EL1 level to contribute to leadership of a high performing team across workforce planning activities, HR strategy development and implementation, and strategic workforce insights.

### Position Description / Context of the Role

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Reporting to the Director Workforce Planning, Insight & Reporting, the Assistant Director will have subject matter expertise and knowledge of contemporary human resource management to lead a small team in delivering workforce planning and strategic HR expertise.

The occupant of the role is responsible for:

- Implementing the Strategic Workforce Plan, including identifying ways to mature IP Australia's workforce planning approach
- Designing, delivering and project managing operational workforce planning processes, including facilitation of Executive workshops
- Delivery of IP Australia's People Strategy
- Developing tools to support HR Business Partners with strategic workforce insights

- Analysing data, such as workforce data & survey data, to derive insights, provide advice and suggest improvements
- Driving other strategic HR and workforce planning products, including annual Employee Survey
- Managing, leading and coaching staff to support delivery of the above activities

For this role you will need experience in strategic HR and delivering results in a fast-paced environment. The ability to drive outcomes, meet deadlines, manage projects and think creatively are essential. Experience in workforce planning activities is highly desirable.

## Position Specific Duties

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The successful candidate will be an excellent communicator who has a demonstrated ability to build productive working relationships; has strong strategic thinking and analytical skills; is an agile and innovative problem solver; has a good eye for detail; prioritises tasks appropriately; and will bring with them a track record of achieving high quality results.

They will contribute to the establishment and implementation of HR initiatives that effectively anticipate and support IP Australia's objectives and strategic vision.

- Ability to work in accordance with the APS Values, Code of Conduct and the IP Australia Capability Framework at the EL1 level (see attached)
- Relevant Qualifications and/or necessary experience will be highly regarded
- Demonstrate attitudes and behaviours responsive to workplace change (including participating in and encouraging others to participate in change and contribute to successful outcomes)
- Improve organisational performance through effective engagement with and management of risk within relevant sphere of influence
- Establish clear expectations and create an environment to achieve stated goals and objectives, take ownership and honour commitments
- Maintain an understanding of their/worker responsibilities under the *Work Health & Safety Act 2011* (WHS Act) and commit to promoting a healthy and safe workplace.

## Position Specific Capabilities

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Key capabilities:

- Demonstrated experience in strategic HR and/or workforce planning
- Demonstrated ability and confidence to work flexibly, question conventional approaches and generate new and innovative solutions
- Demonstrated ability to design and facilitate workforce planning sessions with senior managers and Executive
- Demonstrated ability to communicate workforce insights effectively, using workforce data to inform evidence-based decisions
- Confidence in driving results across multiple projects with a strong eye for detail and excellent written skills
- Demonstrated ability to engage with risk and appropriately manage risk
- Demonstrated ability to motivate, guide and develop others
- Display self-awareness change readiness and resilience and take responsibility for development and continuous learning.
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This recruitment process will be used to fill current vacancies, as well as future vacancies that may arise over the next 12 months in various roles within the team.

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.

## Contact Officer

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For further information pertaining to this job please contact Katrina Ribbons, Director Workforce Planning, Insight & Reporting on 02 6285 0753

## Working at IP Australia

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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.



## Working in the APS

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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 Executive Level 1



### Agility and innovation – lead and empower a culture of agility and innovation

- Independently or collaboratively develop new insights, solutions and recommendations for complex situations.
- Regularly scan the horizon and undertake research and analysis where appropriate to anticipate and address issues, identify opportunities, innovative methods, trends, capabilities and products.
- Select the most effective solution for the benefit of the organisation and effectively communicate the benefits and risks to the decision-maker.
- Lead the team to adapt and participate in change activities to contribute to business group outcomes.
- Be accountable for behaviours consistent with embracing change and new ideas.



### Customer centric – lead and empower a culture of quality customer service

- Actively engage internally and externally where relevant to improve outcomes for customers.
- Actively engage with customers to ensure equitable access to services.
- Monitor customer service and service delivery functions, including anticipating and identifying customer service needs, collecting evidence to inform decisions, and implementing solutions that deliver quality customer centric outcomes.
- Promote, lead and embed customer centric behaviours within a team environment.



### Data literacy – lead and empower appropriate use and creation of data

- Effectively and appropriately obtain and use data to lead the team to meet business group outcomes.
- Demonstrate a clear understanding of IP Australia's frameworks that guide data use and the broader context in which data is managed in the APS.
- Demonstrate the ability to plan, identify opportunities and understand how data can be improved to align with the strategic direction.
- Identify key stakeholders and understand how the data will be used to inform decision-making.
- Ensure that systems are in place to protect the privileged use and integrity of the data.





### Engages with risk – lead and empower positive risk behaviour

- Lead an environment where staff are empowered to have open communication about risk that leads to IP Australia's target risk culture.
- Have a sound understanding of IP Australia's risk management framework to ensure that risks are defined, documented, communicated and managed.
- Understand and manage risks within span of influence, including those managed by staff.
- Provide and encourage an environment where risk-taking is supported within clear boundaries.



### People, network and self-leadership – lead and empower authentic leadership behaviour

- Lead and develop the team through mentoring and guidance; recognise and reward achievements and behaviour.
- Lead the team by building trust, encouraging conversations about change and challenging environments, and model behaviours including resilience, flexibility and persistence.
- Develop and strengthen new and existing relationships across the APS and IP Australia; represent IP Australia in various fora where appropriate.
- Cultivate and promote strong relationships to support business objectives and decision-making.
- Actively seek out feedback on own performance; respond proactively and make appropriate changes.

**+1**

### Job Specific Technical Capabilities

- Maintains a high level of knowledge of relevant sources, standards, frameworks, policies, guidelines, legislation and best practice models.
- Provides technical guidance on complex problems to colleagues, particularly where there is no clear or definitive course of action.
- Applies expertise and leadership to the development and promotion of new standards, tools or products.
- Develops others by sharing specific technical expertise with the broader agency.
- Recognises complex technical risks and escalates appropriately.