Australian Government

IP Australia

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IP AUSTRALIA - TOGETHER WE CAN.

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 curiousity 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: IT Subject Matter Expert – Specialisation: Business Process Improvement
Classification: APS6
Position Number: 6857
Tenure: Non-Ongoing (with the possibility of becoming ongoing)
Duration: 6 months (with the possibility of extension)
Section: Innovation and New Products Platform
Group: Innovation and Technology
Division: Policy and Corporate
Location: Canberra preferred, other locations considered
Immediate Supervisor: Executive Level 1
Security Classification: ENTRY ONLY

Group Responsibilities

IP Australia has embarked on a transformation journey to create a world-leading IP system that builds prosperity for Australia and ensuring Australians benefit from great ideas.

As an enabler to the Agency, The Innovation and Technology Group (ITG) is responsible for supporting the IT Strategy 2022 and establishing the key technology platforms and supporting capabilities to increase business alignment, uplift delivery maturity and position IT for scalability.

ITG will achieve this by embracing contemporary and innovative technologies to deliver smart solutions and new approaches that cement IP Australia as a powerhouse in the Intellectual Property ecosystem.

ITG's vision is to create a world-leading IP system building prosperity for Australia, ensuring Australians benefit from great ideas.

Section Responsibilities

The Innovation and New Products Platform leads innovation and undertakes business transformation initiatives using emerging technologies to deliver strategic improvements across the intellectual property ecosystem.

The section is driving internal business transformation and innovation through the implementation of cognitive computing, automation and process re-engineering supported by a data driven culture.

Externally, the section is developing innovative products and services through collaboration with wider IP ecosystem including global IP offices.

Position Description / Context

We are seeking an individual who is interested driving innovation, delivery in a fast-paced agile environment and making a difference through their work, with background in Business Process Management techniques, who will:

- Drive business process change within the organisation to identify business improvement initiatives, using Business Process Management techniques

- Contribute to end to end project delivery with a focus on identifying requirements, stakeholder engagement, planning, prioritisation and overcoming challenges to manage a project through to a successful outcome

- Plan and deliver concurrent priorities within time and resource constraints, ensuring high quality outcomes are delivered

- Prioritise tasks/projects effectively, taking initiative and working independently with limited direction

- Engage with peers and stakeholders by making complex problems simple and easy to understand

- Establish and maintain relationships with internal and external stakeholders, business sponsors, product owners, program leaders and service providers.

Job Specific Duties

As an IT Subject Matter Expert, specialising in Business Process Improvement, you will be expected to manage these primary responsibilities:

- Support the development of technical and business process improvement solutions

- Undertake research and development activities to capture user needs and convert them to technical requirements

- Plan and oversee multiple concurrent projects or activities to ensure high quality outcomes are delivered under challenging time frames

- Work closely with other sections within ITG to drive ongoing continuous improvement in IP Australia

- Build and sustain strong relationships with a broad range of stakeholders

- Draft executive briefs, project proposals and business cases

- Supporting ongoing activities within the team

- Highly developed communication, negotiation and planning skills

- 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

The successful applicant will:

- Have creative problem-solving skills and critical thinking

- Demonstrate excellent written and verbal communication skills

- Demonstrate excellent organisation skills, including the ability to prioritise and collaborate across the organisation to achieve outcomes against challenging time frames

- Value individual differences and diversity

- Demonstrate professionalism and adherence to the [APS Code of Conduct](#)

- Understand the importance of building networks and seek to do so

- Respond proactively to feedback and willing to develop and apply new skills

- Display and live by the capabilities outlined in the IP Australia's capability framework

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

Eligibility Qualifications / Knowledge Required

Essential skills:

- Qualifications and experience in either Business Analysis, Project Management, Information Technology or other related fields

- Experience in implementing Business Process Improvement or user-led technology projects

Additionally, it would be desirable to have a combination of:

- Experience in Data Analytics, Agile software development methodology and user-centred design

- Knowledge of Intellectual Property Rights

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Capability Framework – relevant to APS6

Agility and innovation – create and deliver outcomes using agile and innovative approaches

- Model adaptability and flexibility in changing circumstances and diverse situations.
- Identify, capture and actively drive change activities, including supporting others to adapt to change and improve the broader team.
- Collaboratively provide input into the development of solutions for complex situations; question conventional approaches when developing alternative solutions and make recommendations.
- Strengthen the team's innovative problem solving through collaboration, consultation and inclusion.
- Demonstrate behaviours consistent with embracing change and new ideas; model and support staff to fail fast and apply learnings.

Customer centric – create and deliver quality customer centric outcomes

- Maintain relationships with key customers to enable quality service outcomes.
- Manage activities and support the team to provide quality service outcomes.
- Respond to a broad range of service requests resolving complex issues with a solutions focus to meet customer needs.
- Work collaboratively across business groups to negotiate and manage service activities, achieving the best result for customers.
- Contribute to the development and evaluation of service standards. Apply these standards to resolve or escalate issues and give technical briefings to staff members and customers.

Data literacy – create and deliver, appropriately use data

- Assist with research and analysis relevant to business needs and make recommendations to support decision-making.
- Be aware of the type of data created and used in own work area and have a basic ability to use the data systems and tools available.
- Ask questions to identify problems, and research the data to inform the audience of potential solutions.
- Adapt information in the appropriate medium, and then communicate and deliver data to the target audience.
- Manage resources in line with quality measures and align with performance expectations.

Engages with risk – create and deliver positive risk behaviour

- Collaborate with colleagues and stakeholders to improve the way that risk is managed.
- Provide active oversight of risks, explore alternatives and show personal courage.
- Model a workplace where individuals and the team can take risks, accept failure, communicate openly and apply learnings.
- Identify risk information critical to making an informed decision.
- Manage tolerable risk and escalate as required.

People, network and self-leadership – create and deliver authentic leadership behaviour

- Seek out feedback on own performance; respond proactively and make appropriate changes.
- Engage with the team to model behaviours including resilience, flexibility and persistence in changing and challenging environments.
- Develop and strengthen new and existing relationships across the business; support business objectives and make recommendations.
- Take responsibility for identifying development needs of your own staff through authentic performance conversations.
- Hold yourself and others to account when behavioural expectations are not met.

+1 Job Specific Technical Capabilities

- Researches, maintains knowledge of, interprets and applies relevant legislation.
- Provides advice and interpretation within technical or specialist area.
- Applies comprehensive knowledge of the technical field to address complex matters and/or undertake thorough analyses.
- Uses current methods or tools to explore and resolve complex issues.
- Finds and shares new ways to analyse and present information.
- Shares specialised knowledge and experience with others and assists others to develop technical skills and locate relevant information.

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

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 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.