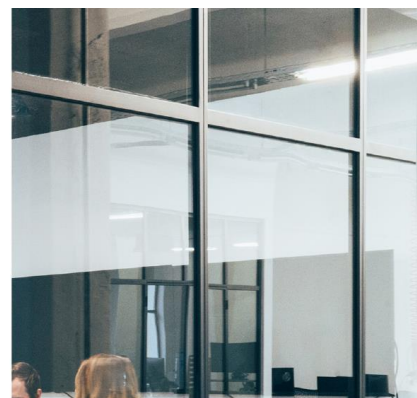
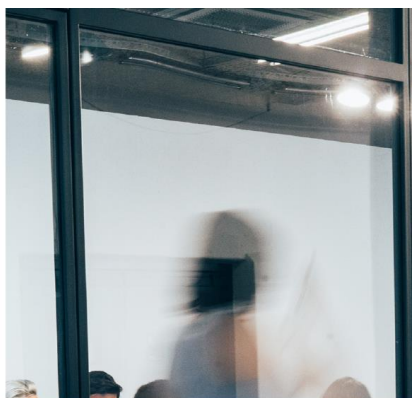




**Australian Government**

**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>	Director
<b>Classification:</b>	Executive Level 2
<b>Position Number:</b>	5635
<b>Tenure:</b>	Ongoing
<b>Duration:</b>	Permanent
<b>Section:</b>	Business Systems
<b>Group:</b>	Innovation and Technology
<b>Division:</b>	Policy and Corporate
<b>Location:</b>	ACT
<b>Immediate Supervisor:</b>	Executive Level 2
<b>Security Classification:</b>	BASELINE

### Group Responsibilities

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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.

The Innovation Technology Group (ITG) is an enabler to the Agency and is responsible for supporting the IT Strategy 2025; building the platforms that protect great ideas. ITG is investing in our people and innovative technology to create digital services that make IP Australia easy to deal with.

The IT Strategy is our focal point and sets direction on how our technology capability will support the achievement of IP Australia's business objectives and outlines the overall vision for IT within IP Australia. The strategy guides the continued digital transformation of IP Australia across all internal levels of the agency and external interactions. It supports a 'citizen-centric' approach to our services, in line with whole-of-government, positioning them to meet evolving customer expectations.

ITG will support IP Australia's vision by embracing contemporary and innovative technologies to deliver smart solutions and new approaches that cement IP Australia as a visionary in the Intellectual Property ecosystem. Our IT vision is to enable a seamless and secure user-experience across all IP Australia services, systems and data.

### Section Responsibilities

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**Business Delivery and Assurance (BD&A)** – comprises of cross-functional teams who are aligned to supporting business facing platforms. Our teams deliver change, maintenance, continuous delivery, and self- service capabilities used by internal and external customers.

We deliver aligned products that have clear logical boundaries and provide services to deliver agreed business outcomes. BD&A are responsible for the delivery of development, maintenance and support capabilities and technical components (software) required to deliver the agreed business outcomes.

BD&A oversees enabling capabilities such as the Patents Modernisation Initiative (PMI) and DevOps foundations delivering important capabilities and tools required by business platforms to enhance delivery efficiencies.

### Position Description / Context of the Role

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We are seeking an individual who will be the face of the Business Systems area. The successful candidate will be a true holistic leader who will realise our strategic outcomes through growing and harnessing a clever, high performing, team design. The successful candidate will:

- Drive results through demonstrating advocacy for IT and its impacts on the organisation.
- Lead and manage the teams responsible for supporting for our key IP Rights systems and business applications.
- Take responsibility for continuous improvement processes to facilitate an internal service culture.
- Be responsible for delivering outcomes through collaboration on a diverse set of projects in a matrix environment – you will influence and persuade across the group and into the organisation.

- Be able to acknowledge the importance of a trust driven culture that promotes innovation through the safe exploration of new ideas – this includes the value of learning through failure.
- Have a growth mindset, flexible approach, and continuous improvement lens.
- Conduct vendor and contract management within a section or business area.
- Negotiate resource and budget allocations.
- Oversee and manage recruitment and staffing processes.

## Position Specific Duties

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As the Director of Business Systems, you will:

- Lead the section, establish clear expectations, and create an environment to achieve stated goals and objectives, take ownership and honour commitments.
- Have domain responsibility for the delivery of support, sustainment and improvement of business systems, and have responsibility for budget, resourcing, and vendor management.
- Participate in and have ownership of the Business Systems components within various ITG Strategic Plans.
- Have impeccable project/program management, delivery, and execution.
- Lead stakeholder collaboration and engagement in the delivery of Agency Services.
- Develop a comprehensive succession plan centred on Business Systems, the associated skillsets, modern technologies, and industry trends.
- Collaborate within IP Australia and across government to make the best use of IP Australia's IT investment.
- Operate under a shared responsibility model with the Senior Delivery Manager, Director of Technologies, and Product Owner/s, ensuring outcomes are delivering benefits and value directly to Business and Customers.
- Find opportunities for innovation and challenging the status quo.
- 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.

## Position Specific Capabilities

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The successful applicant will be required to:

- Be highly motivated and flexible in your approach to work and contribute to section, group, and organisational outcomes.
- Have high level leadership, management and interpersonal skills, and the ability to motivate, guide, mentor and develop people.
- Have high level communication, negotiation, and collaboration skills.
- Understand the importance of building networks with the ability to build effective networks in work environments and seek to do so.
- Have excellent analytical and research skills, and a proven track record of complex problem solving and managing projects through to completion.
- Value individual differences and diversity.
- Demonstrate professionalism and adherence to the APS Code of Conduct.
- Respond proactively to feedback and be willing to develop and apply new skills.
- Demonstrate attitudes and behaviours responsive to workplace change, including participating in and encouraging others to participate in change, and contributing to successful outcomes.
- 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

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### 1.1.1. Essential skills:

- Qualifications and/or minimum of 5 years' experience managing the delivery of ICT and/or associated services and support.
- Proven experience and background in business applications support in agile / lean environments.
- Proven experience in successfully leading teams of production support staff, including developers, business analysts, project resources, to achieve corporate goals.
- Extensive knowledge and experience in contemporary tools, technologies and processes related to business applications support and project delivery.
- A demonstrable ability to establish an "on team" approach and form a culture that will deliver on the vision.
- Demonstrated interpersonal and leadership skills and experience.
- Broad knowledge of, and experience in, various digital delivery channels and digital transformation.
- Demonstrated experience communicating across a diverse range of stakeholders, including SES in written and verbal forums.
- A demonstrable passion for innovation and a dedication to working collaboratively.

### 1.1.2. Additionally, it would be desirable to have either:

- Experience managing diverse teams, ideally in a Commonwealth Government context.

## Application Requirements

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To apply for this position, candidates are asked to:

- Frame their responses around the position specific duties and position specific capabilities of the role (as set out in this position profile), and provide:
  1. An explanation of how their skills, knowledge and experience will be relevant to this role (limited response between 300 and 500 words)
  2. Details of no more than two (2) professional achievements, within the last 5 years, that demonstrate their suitability for this role (limited response between 300 and 500 words)
- Provide a current CV detailing recent employment history which is relevant to the advertised position
- Provide the name and contact details of two referees

Applications must be submitted through the IP Australia Web Recruitment system (IP Acquire)

Please note: you **MUST** be an Australian Citizen to be engaged in the APS and to meet IP Australia's security clearance requirements.

## Contact Officer

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For further information relating to this role, please contact Francine Austin on 0421 915 203.

## Assessment Method

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Applicants may be required to complete a 30-minute written exercise.

## 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.



**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

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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 2



### Agility and innovation – inspire and drive a culture of agility and innovation across the organisation

- Display innovative, creative and lateral thinking; introduce new and creative ideas to develop solutions.
- Actively seek opportunities to utilise innovative products, trends and leverage technology to implement continuous improvement activities to benefit the organisation.
- Engage in high-level critical thinking to identify connections between highly complex issues and capitalise on innovative solutions.
- Initiate and implement the development of innovative methods, practices and technology; manage and be accountable for the delivery of the benefit to the organisation and the community.
- Challenge the status quo, embrace and promote change initiatives, and harness new ideas to contribute to organisational goals.



### Customer centric – inspire and drive a culture of quality customer service in the organisation

- Initiate and develop partnerships with customers to anticipate, define and evaluate service performance outcomes.
- Ensure compliance with performance standards for service delivery, set within an area of expertise, to deliver quality customer service.
- Proactively ensure that the organisation's digital delivery systems, business processes, policies and programs within an area of expertise, align with customer expectations.
- Influence and formulate the strategic direction and takes responsibility for the full range of customer service functions within an area of expertise.
- Engage, negotiate and influence across government and industry including international partners, on standards of customer service and accessibility.



### Data literacy – inspire and drive a culture of data literacy

- Lead the use of data systems and tools to support organisational goals and demonstrate a clear awareness and understanding of the frameworks and data guides used in own work area, the organisation and APS.
- Seek clarification to validate potential options and understand the impacts and opportunities the solution will have on the business to ensure it aligns with the strategic direction.
- Possess the ability to analyse a range of information types and draw sound, logical conclusions that will support decision-making.
- Lead and drive change to improve data in line with technologies to deliver outcomes.
- Ensure systems are maintained and improved to protect the privileged use and integrity of the data.



### Engages with risk – inspire and drive a culture of risk management



- Anticipate the shifting environment and manage moderate risk.
- Provide constructive feedback on risk management activities.
- Empower people to make evidence-based risk decisions.
- Promote an environment of open communication that leads to IP Australia's target risk culture.
- Allocate resources and lead the adoption of risk management policies, strategies and best practices.



### People, network and self-leadership – inspire and drive a culture of authentic leadership

- Guide, mentor and develop staff, facilitating performance improvement conversations.
- Promote the need for change and respond to complex challenges and changes with a high level of flexibility, resilience and persistence.
- Promote a growth mind set and create psychological safety.
- Develop and strengthen new and existing relationships across business groups, government, industry and with international partners.
- Create a learning organisation by demonstrating strong self-awareness by actively seeking, reflecting and acting on feedback on own performance.

+1

### Job Specific Technical Capabilities

- Draws together technical/professional advice on highly complex and ambiguous issues.
- Stays informed using up-to-date technical expertise, research and international best practice.
- Supports the design of technical solutions and co-ordinates their development and implementation.
- Coaches and mentors others to share technical expertise within the agency and, where applicable, the profession.
- Anticipates and manages complex technical risks and escalates highly complex issues to the Executive when necessary.