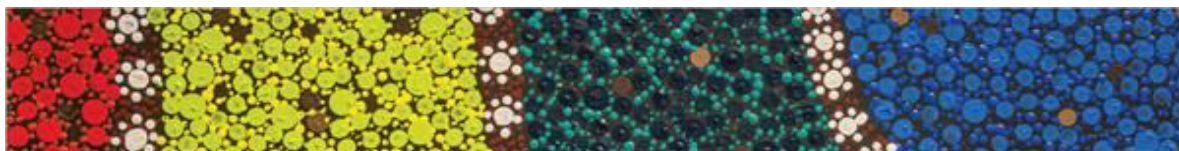
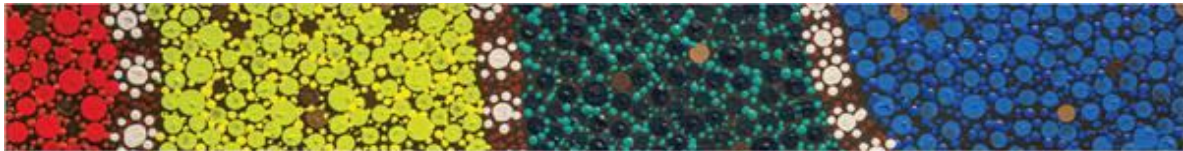


Enquiries Management & Promotion Officer Small and Family Business Division

Position Number	AES13-31
Position Title	Enquiries Management and Promotion Officer
APS Classification Range	APS3/4
Location	Canberra
Division	Small and Family Business Division
Branch	Small and Family Business Branch
Section	Payment Times Reporting Regulator's Office
Security clearance	Baseline
About the Role	
Primary Job Role	Program Advice and Support
Role Purpose	Supporting the Payment Times Reporting Regulator's Office to increase awareness and understanding of the scheme and foster compliance by reporting entities
Core responsibilities	Respond to reporting entity and stakeholder enquiries and enquiries from other stakeholders using standard words.
Demonstrated Behaviours	<ul style="list-style-type: none"> • Provide input to the development and maintenance of fact sheets, brochures, checklists, Q&As, and presentations • Support Regulatory Processing Officers to process payment time reports during peak reporting periods • Harnesses information and opportunities • Draws on information from multiple sources and uses agreed guidelines to analyse what information is important and how it should be used. Keeps self and others well informed on work progress. • Shows judgement, intelligence and common-sense. • Undertakes analysis and draws accurate conclusions based on evidence. • Thinks laterally and identifies and implements improved work practices. • Nurtures internal and external relationships. Builds and sustains positive relationship with team members and clients. • Is responsive to changes in client needs and expectations. • Listens, understands and adapts to audience. • Seeks to understand the audience and tailors communication style and message accordingly. Listens carefully to others and checks to ensure their views have been understood.
APS Integrated Leadership System	

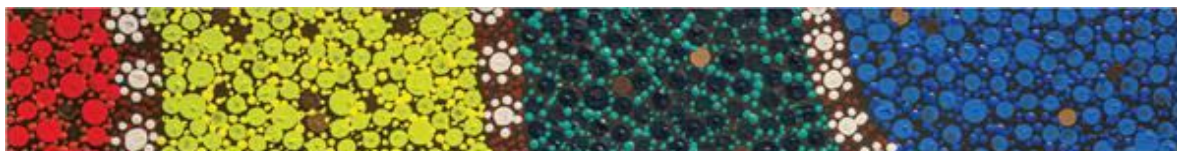


	<ul style="list-style-type: none"> • Checks own understanding of others' comments. Takes responsibility for managing work projects to achieve results. Sees tasks through to completion. • Works within agreed priorities. • Commits to achieving quality outcomes and adheres to documentation procedures. • Seeks feedback from supervisor to gauge satisfaction and seeks guidance when required. • Provide administrative support for regular communications to reporting entities about the requirements of the scheme and critical compliance dates and milestones.
Preferred knowledge	<ul style="list-style-type: none"> • Strong working knowledge of Microsoft Office • High level written and verbal communication skills including attention to detail • Solid organisation skills including multitasking to process a high volume of enquiries through the public mailbox • Potential to develop working knowledge of the Payment Times Reporting Scheme. • Potential to develop knowledge of Customer Relationship Manager Tool • High level written and verbal communication skills including attention to detail
About the Candidate: The successful candidate will be able to provide good examples to show how their knowledge, skills, experience and potential makes them ideal for the job including:	
<ul style="list-style-type: none"> • Well-developed written and verbal communication skills, including the ability to tailor communication style to suit the audience. 	
<ul style="list-style-type: none"> • Ability to manage competing priorities during peak work periods. 	
<ul style="list-style-type: none"> • Contribute to the development of effective and engaging educational materials for a professional environment. 	
<ul style="list-style-type: none"> • Demonstrate an understanding or ability to rapidly gain an understanding of the <i>Payment Times Reporting Act 2020</i> and relevant reporting requirements. 	
<ul style="list-style-type: none"> • Strong working knowledge of Microsoft Office. 	



Background Information and Context

<p>The Organisation:</p>	<p>Currently more than a third of small business invoices are paid after 30 days. These invoices take an average of 63 days to be paid which equates to \$7 billion in working capital transferred from small to large business every year. According to AlphaBeta's research, normalising a 30-day payment time from large business to small business would have an estimated net benefit to the Australian economy of \$313 million per year.</p> <p>The Payment Times Reporting Regulator's Office is responsible for administering the Payment Times Reporting Scheme which commenced on 1 January 2021. Under the scheme large businesses are required to submit a report on their payment terms and practices every 6 months of an income year. The scheme aims to improve payment outcomes for small businesses by creating transparency and cultural change around the payment practices from large businesses to small business suppliers.</p>
<p>The Team & the Role</p>	<p>As the Payment Times Reporting Scheme has only just commenced (from 1 January 2021) it is subject to a lot of enquiries from reporting entities and broader stakeholders who are determining their obligations under the <i>Payment Times Reporting Act 2020</i>.</p> <p>This role will be responsible for allocating and coordinating enquiries across the team to ensure they are responded to within an appropriate timeframe.</p>
<p>The Attractions:</p>	<p>The Payment Times Reporting Scheme offers an incredible opportunity to be involved in reducing the cashflow pressures for small businesses, thereby positively influencing their ability to hire, invest and grow. You will be a part of a fantastic team who are committed to making a difference. There will be an opportunity to undertake further training through a Certificate IV in Government Investigations.</p>
<p>Links relevant to the role for further information</p>	<ul style="list-style-type: none"> • About the Department of Industry Science Energy & Resources • DISER Org Chart • Enterprise Agreement (Salary Ranges)



HOW TO APPLY FOR THIS POSITION

Thank you for your interest in applying for this position with the Department of Industry, Science, Energy and Resource.

The Aboriginal Employment Strategy (AES) is supporting the Department to recruit for this position along with a large number of positions nationally that are part of an Affirmative Measure – Indigenous.

What this means is that **only Australian Aboriginal and Torres Strait Islander people can apply for these roles**. It is a strategy that is used to create specific employment opportunities for Aboriginal and Torres Strait Islander people. It is also a strategy to increase the number of First Nations Australian people employed by the Australian Public Service.

You must also be an Australian Citizen.

We have prepared some helpful information below to support you to prepare and complete the application.

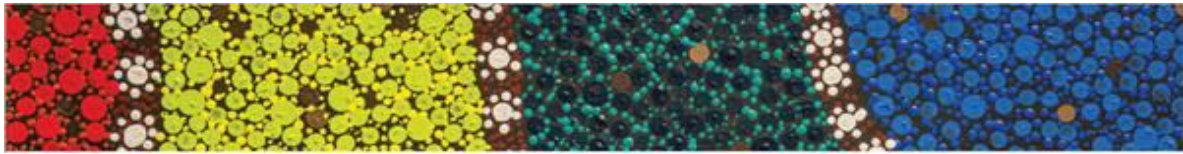
Application are due on Monday 26 April 2021 at 11.55pm (AEST or Sydney Time)

Key information is contained in this information pack about Department of Industry, Science, Energy and Resources including a detailed Position Description for this role. Please read all of the attached information before completing your application.

SUBMITTING YOUR APPLICATION:

Application Closing date & time:	Monday 26 April 2021 at 11.55pm (AEST or Sydney Time)
Email your application to:	Email address: talent@aes.org.au
Subject heading in email:	Quote the Job position number and job title

Extensions may be granted for extraordinary circumstances, but this is at the discretion of the recruitment team.



Acknowledgment of Applications

We will confirm receipt of your application by a return email to your email address. Please make sure you check your emails regularly as this will be the address that we communicate with you on in relation to your application. We may also contact you via phone, so please ensure your contact details are up to date on your CV.

When will I hear back about my application?

People are selected for Australian Public Service jobs on the basis of merit, which means we look carefully for evidence of your skills, abilities and experience and how well you fit the job requirements, compared with other applicants. This ensures the best applicant is selected for the job. This comparison may be based on your CV, a written application, an interview and/or other assessment methods. Because of this, the recruitment process may take longer for APS jobs than other jobs.

When applying for an APS job, you can ask the contact person about the expected timeframe on receiving notification regarding the outcome of your application.

TIPS FOR PREPARING YOUR APPLICATION

How to prepare your Pitch

You will need to prepare and attach a 2 page Pitch when you apply for this position.

What is a pitch?

Your pitch is your chance to tell the Department why you are the right person for the job.

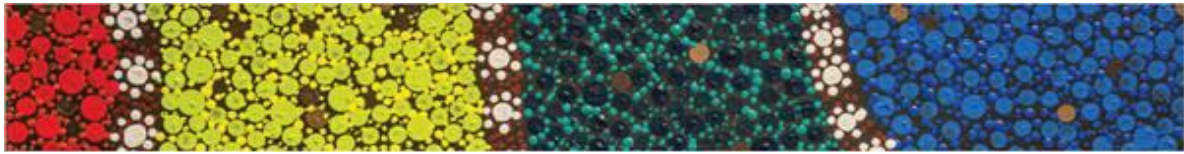
We want to know:

- why you want to work for us,
- why you are interested in this role,
- what you can offer, and
- how your skills, knowledge, experience and qualifications are applicable to the job.

Tell us why we should hire you! Don't be shy, showcase yourself to us!

We also care about how your personal qualities add value to the role. Tell us about you.

Try not to duplicate information that can already be found in your CV, but do highlight any specific examples or achievements that will demonstrate your ability to perform the role.



Provide relevant examples from your work, study or community roles. It is important to provide evidence to back up your claims that you can do something. Where possible use actual, specific examples of what you have done, how well you did it, what you achieved, and how it relates to the requirements of the job.

Be clear and to the point. Use plain English.

Read over your final draft and check for grammar, spelling and punctuation.

Remember to stick to the page limit. Two (2) pages in total for your pitch.

How to prepare your CV

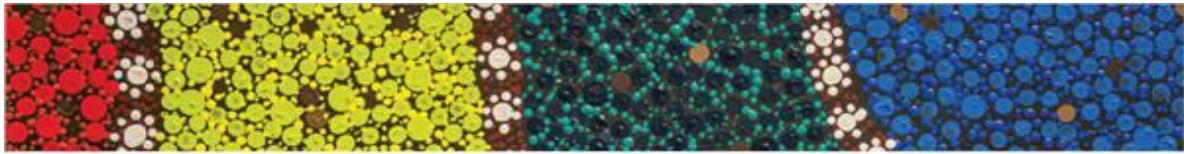
You will need to attach a current CV when you apply for this position.

Your CV should include:

- **Employment History:** List all employment beginning with your current or most recent employer, together with start and finish dates of positions held and a brief summary of responsibilities and achievements.
- **Further Work Related Activities:** Provide details of any other activities which may relate to the position to support your application such as volunteer experience.
- **Education and Qualifications:** List all relevant education undertaken. Include: the name of the institution, dates attended and the qualification achieved. If you are invited to participate in an interview, you will be required to present the original or certified copies of your qualification/s.
- **Referees:** Provide the names, position titles and telephone numbers of two referees who can provide information about how you meet the requirements of the position. It is preferable that one of your referees is your current supervisor. Please obtain permission from your referees before you nominate them.

APPLICATION CHECKLIST:

- ☐ **Pitch document – up to 2 pages**
- ☐ **Updated CV with current contact details**
- ☐ **Details of two referees – (one should be your current supervisor/or most recent supervisor)**



If you are invited to an interview and are the recommended applicant, you will be required to:

- ☐ **Provide confirmation of Aboriginal and/or Torres Strait Islander descent.**

If you are unsure of what evidence you will be required to submit, please contact us and we can discuss the many options that are accepted.

- ☐ **Obtain and maintain a security clearance at the required level.**

A security clearance involves pre-employment and background checks. Some jobs require a security clearance because of the type of issues or information dealt with in the job. The timeframe for starting a job may be longer, depending on the level of security clearance required. Don't let your current level of clearance, or the fact that you don't have one, deter you from applying. This will occur at the end of the recruitment process.

Further Information or Support

If you require further information regarding the position or advice in relation to the application process, please contact Jamie Hardy on telephone number (02) 8571 0999 or email at talent@aes.org.au before the closing date.

We are here to help in anyway.

Further reading

If you would like to read more about the Department, its commitment to First Nations Employment and Reconciliation here are some other key documents.

[Click here to read the Reconciliation Action Plan](#)

[Click here to read the Aboriginal and Torres Strait Islander Employment Strategy](#)