# Candidate Information Pack

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| **Reference:** | DVAO1827 |
| **Classification:** | APS Level 4 and APS Level 5 |
| **Position Number:** | Multiple |
| **Job Title:** | Executive Assistant |
| **Opportunity Type:** | Ongoing / Non-ongoing |
| **Division/Branch:** | Various |
| **Location:** | Canberra – Sydney – Melbourne – Brisbane - Adelaide |
| **Closing Date:** | Thursday, 5 October 2023 (11:30pm AEST) |
| **Contact Officer:** | Una Ni Fhlatharta - [DVA@hudson.com](mailto:DVA@hudson.com) |

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## **ABOUT US**

The Department of Veterans’ Affairs (DVA) exists to meet the Nation’s commitment to care for our veteran and defence service community—the men and women who have served Australia in times of war and conflict as well as peacetime. We do this through programs of care, compensation, commemoration, income support and Defence support services. Our aim is to ensure enhanced self-sufficiency, quality of life, financial wellbeing and community recognition for those we support.

DVA is both a policy and service delivery agency with an annual budget almost $12 billion. We have strong relationships with Australian ex-service organisations, the Department of Defence, the international veteran community and international veterans’ administrations.

DVA’s vision is to be a responsive and flexible organisation, efficiently delivering high quality, connected services to all generations of veterans and the wider veteran community.

DVA embraces and fosters a culture that supports diversity, inclusion and respect, where people are empowered to fulfil their potential.

We welcome people with diverse skills, experiences, perspectives and backgrounds. We are dedicated and committed to attracting and recruiting Aboriginal and Torres Strait Islander peoples and encourage applications from people with disability, people that identify as LGBTQIA+ and people from culturally and linguistically diverse backgrounds.

Take on a rewarding, varied, and broad career with an Australian Public Service Department that can bring balance and flexibility to your working life, while supporting you to stay connected to your community.

At DVA, we are committed to providing a flexible, diverse and inclusive workplace. We are open to a range of flexible work arrangements including part-time, job-sharing, and flexible work hours.

As a DVA employee, you will:

* be part of an inclusive and diverse work environment
* receive a generous starting salary and work conditions
* benefit from supportive learning and development.

To see further information regarding our support for our employees, please see our [workforce diversity page](https://www.dva.gov.au/about-us/careers/diversity).

## **OUR OPPORTUNITIES**

As Executive Assistant, you will work with Senior Executive Service (SES) officers to provide strategic and practical support as required to the Branch and/or Division.

### **APS 4 Executive Assistant**

APS4 Executive Assistant positions are located in the Department of Veterans’ Affairs Canberra office and report to an SES Band 1 Officer.

Executive Assistants will work under general direction and be responsible for the delivery of timely, efficient and effective high level administration and executive support. You will manage front-of-office functions in a high volume environment, including managing diaries, appointments, organising meetings, workflow, and correspondence, collating documentation and coordinating travel.

To be successful in this role you will possess strong written and oral communication skills and the ability to build productive working relationships. You will be organised, adaptable to change and possess the ability to prioritise, multi-task and display a high level of accuracy and attention to detail. You will work collaboratively with others, and demonstrate an ability to achieve results and perform additional duties or functions as directed from time to time.

APS4 Executive Assistant positions are full-time office based positions.

**As an APS4 Executive Assistant you will:**

The Executive Assistant will provide a range of high level administrative support services to the SES Officer and the Branch which includes but is not limited to:

* Acting as the first point of contact including greeting visitors, receiving and responding to phone calls, emails and correspondence and ensuring a high level of customer service to all staff and external parties
* Diary management including prioritising the SES Officers time and drawing attention to matters of priority
* Coordinating meetings with internal and external stakeholders and ensuring the SES Officer has all required information for meetings
* Establishing effective working relationships and high standard of customer service
* Engaging with branch staff and fostering a strong team focus
* Liaising with internal staff and external agencies on matters relating to the work area
* Preparing and/or quality assuring general correspondence and less complex documentation in accordance with departmental guidelines
* Initiating and ordering supplies and equipment, processing accounts for payment and coordinating, collecting and analysing information for monitoring purposes
* Developing appropriate systems, procedures and controls to enhance the accuracy, timeliness and presentation of workflow within the branch
* Organising, scheduling and coordinating all travel arrangements, accommodation and supporting documentation for the SES Officer
* Undertaking less complex research for the SES Officer
* Assisting with coordinating branch administrative tasks (e.g. phone lists, leave register, senate estimates responses, property and accommodation)
* Undertaking filing and records management functions ensuring records are accurate, complete and are managed in accordance with departmental policy
* Adhering to the [APS Values](http://www.apsc.gov.au/values/index.html) and [Code of Conduct](http://www.apsc.gov.au/conduct/index.html)
* Demonstrating capability in line with the APS Integrated Leadership System (ILS) and Work Level Standards at the APS 4 level
* Previous experience working in a Public Service Executive Assistant environment will be highly regarded.

### **APS 5 Executive Assistant**

APS5 Executive Assistant positions are located in the Department of Veterans’ Affairs Canberra office and report to a First Assistant Secretary (SESB2) or an Executive Officer (EL1).

The successful applicant will work under general direction and be responsible for the delivery of timely, efficient and effective high level administration and executive support.

You will manage front-of-office functions in a high volume environment, including managing diaries, appointments, organising meetings, workflow, and correspondence, collating documentation, secretariat functions to the Division boards and committees, simple accounts reconciliation and arranging all travel bookings for the FAS.

To be successful in this role a high level of integrity is required, with strong written and oral communication with organisational skills to manage competing priorities for the successful delivery of divisional objectives.

You will exercise sound judgement, a high degree of initiative and discretion in dealing with confidential and sensitive business matters.

You will be organised, adaptable to change in an ever fluctuating environment and possess the ability to prioritise and multi-task, displaying a high level of accuracy and attention to detail.

You will work collaboratively with others, possessing strong stakeholder management skills and the ability to build productive working relationships to achieve results in a busy, fast paced environment.

APS5 Executive Assistant positions are full-time office based positions.

**As an APS5 Executive Assistant you will:**

The Executive Assistant will provide a range of high level administrative support services to the SES officer and group which includes but is not limited to:

* Acting as the first point of contact for the FAS office, including greeting visitors, receiving and responding to phone calls, emails and correspondence and ensuring a high level of customer service to all staff and external parties
* Bringing priority matters to the attention of the FAS for action as appropriate
* Managing the diary and calendar of the FAS
* Coordinating meetings with internal and external stakeholders and ensuring the FAS has all required information for meetings
* Establishing effective working relationships and delivering a high standard of customer service
* Assisting, mentoring and effectively engaging with the Executive Assistants within the Division to foster a strong team focus
* Liaising with internal staff and external agencies on matters relating to the work area
* Assisting with the preparation and/or quality assuring general correspondence and more complex documentation (e.g. submissions, briefs) in accordance with Departmental guidelines
* Initiating and ordering supplies and equipment
* Reconciling and processing accounts for payment on behalf of the Executive
* Developing appropriate systems, procedures and controls to enhance the accuracy, timeliness and presentation of workflow within the Division
* Scheduling and coordinating all travel arrangements, accommodation and supporting documentation for the FAS
* Providing secretariat services, including scheduling of meetings, drafting agenda, coordination of papers and updates to action registers, attendance at meetings and minuting meetings and outcomes
* Assisting with coordinating divisional administrative tasks (e.g. phone lists, leave register, senate estimates responses, property and accommodation)
* Undertaking filing and records management functions ensuring records are accurate, complete and are managed in accordance with Departmental policy
* Undertaking research and analysis for the FAS
* Drafting and responding to less complex correspondence on behalf of the FAS
* Reconciling, coding and submitting monthly purchase card on behalf of the FAS
* Demonstrating capability in line with the APS Integrated Leadership System (ILS) and Work Level Standards at the APS 5 level
* Adhering to the [APS Values](http://www.apsc.gov.au/values/index.html) and [Code of Conduct](http://www.apsc.gov.au/conduct/index.html)
* Previous experience working in a Public Service environment will be highly regarded

## **THE SELECTION PROCESS**

DVA uses a range of assessment processes to assist in selecting suitable applicants. We uphold the [APS Merit Principle](https://www.apsc.gov.au/working-aps/aps-employees-and-managers/guidance-and-information-recruitment/aps-merit-principle) and our processes are designed to select the best available person for the job.

| **Submission** | Complete and submit your resume, referees and statement of claims (max. 1000 words). |
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| **Shortlisting** | We will assess your written application using the [Work level Standards](https://www.apsc.gov.au/working-aps/aps-employees-and-managers/work-level-standards-aps-level-and-executive-level-classifications). |
| **Interview** | If your application is found successful at shortlisting, you will be invited to an interview either in person or virtually. |
| **Referees** | We will contact your referee/s to help us determine if you are suitable for the role/s. |
| **End of Process** | When the process is finalised, we will let you know the outcome via email. |

**Please note:** You will be required to nominate which APS level/s you are applying for.

Ongoing positions may be offered as a result of this process. Non-ongoing position(s) may be offered for a specified term of up to 18 months.

## **HOW TO APPLY**

Submit an online application through DVA’s [online recruitment system](https://dvajobs.nga.net.au/cp/index.cfm?event=jobs.home) by **11:30pm AEST** on **Thursday, 5 October 2023**

Your application will be assessed against the [Work level Standards](https://www.apsc.gov.au/working-aps/aps-employees-and-managers/work-level-standards-aps-level-and-executive-level-classifications). Prior to preparing your response it is recommended you review the relevant [Work level Standards](https://www.apsc.gov.au/working-aps/aps-employees-and-managers/work-level-standards-aps-level-and-executive-level-classifications) and [Integrated Leadership System](https://www.apsc.gov.au/working-aps/aps-employees-and-managers/classifications/integrated-leadership-system-ils) (ILS) Profile relevant to the classification you are applying to.

If you need any reasonable adjustments such as access, equipment or other practical support for any stage of the recruitment process, please inform the Contact Officer listed for the position.

If you are experiencing difficulties lodging your application, please contact our recruitment team on [CMBPSGR@dva.gov.au](mailto:CMBPSGR@dva.gov.au).

## **ELIGIBILITY**

To be eligible for employment at DVA applicants must be Australian citizens.

A pre-engagement check is required to be completed before any official offer of employment can be made.

## **RECRUITABILITY**

[RecruitAbility](https://www.apsc.gov.au/node/546) applies to this role. If you choose to apply under RecruitAbility, you will need to:



* Declare you are living with disability
* Meet the minimum requirements for the position.

When you apply for a role in DVA’s [online recruitment system](https://dvajobs.nga.net.au/cp/index.cfm?event=jobs.home), you must first identify that you have a disability, which will give you the option to ‘opt into’ the Scheme.

You must tick the ‘opt in’ box to participate, as just declaring you have a disability will not automatically include you. If you have been assessed as meeting the minimum requirements of the job, your application will be progressed to the next stage of the selection process.

As your application progresses, you can speak with the contact Advisor about reasonable adjustments for any stage of the assessment process.

## **MERIT POOL**

This recruitment process is being used to fill immediate and anticipated ongoing and non-ongoing vacancies. A merit pool of suitable candidates will be created. Those found suitable will be advised that they have been placed in the pool. This is not an offer of employment and not all candidates selected for inclusion in the merit pool may ultimately receive an offer of employment.

Non-ongoing vacancies may be offered for a period of up to 18 months with the possibility of extension. Should a position become ongoing, the merit pool established through this selection process may be used to fill the vacancy on an ongoing basis.

The merit pool is valid for 18 months from the date the vacancy was advertised in the Public Service Gazette. The merit pool may be used to fill similar positions in the event positions become vacant.