



Candidate information pack

First Assistant Secretary (several positions)
(SES Band 2)

Department of Veterans' Affairs

Reference No: 765

Close date: 11.30pm AEST Thursday 12 August 2021

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First Assistant Secretary

Position description

Position Overview

Reports to: Deputy Secretary

Staff: Various

Location: Canberra, ACT

The Department of Veterans' Affairs is seeking talented individuals to fill various roles at the SES Band 2 level across a range of areas, which may include policy development, program management and service delivery. A merit pool will also be established to fill future positions across the Department that may include policy, program management, service delivery and corporate business areas.

One immediate vacancy exists within the Department's Client Engagement and Support Services. The Division is the gateway for veterans and their families to access services that maintain and enhance their quality of life by improving physical and mental wellbeing. It has a presence in each state and territory and is responsible for the Department's face-to-face and telephony channels, and the management of the majority of health programs delivering support and services to the veteran community. This includes community nursing and home care services and the supply of aids and appliances to enable veterans to live independently in their homes, as well as rehabilitation, hearing, dental, allied health and transport services, and the management of the Repatriation Pharmaceutical Benefits Scheme. The Division also manages the Defence Service Home Insurance Scheme, the relationship with State and Territory Governments for the delivery of public hospital services, and services delivered through private hospitals and day procedure centres.

The annual budget for the provision of services managed by the Division is approximately \$3.5 billion per annum.

Knowledge, Skills and Abilities

To be a strong contender for SES Band 2 roles in DVA, you will need to be a first-class leader with a substantial policy and/or program management or service delivery background and a demonstrated record of achievement in the provision of strategic advice to government. Your intellectual rigour, client focused approach and ability to manage competing demands and work to tight deadlines will be complemented by excellent communication skills, an understanding of the expectations of Ministers and a personal style that engenders trust and respect.

In accordance with APS statutory obligations, the APS Integrated Leadership System (ILS), the APS SES Work Level Standards and departmental policies and guidelines, and in addition to the core selection criteria, successful candidates will have the following managerial and personal attributes:

- High level communication skills with personal presence
- Outstanding stakeholder engagement, strategic management and leadership skills
- Ability to manage several high-profile issues simultaneously
- Professional authority and credibility
- Ability to direct and manage significant change agendas
- Ability to inspire confidence and operate effectively in dynamic and quickly changing environments
- Keen intelligence, persuasiveness and the influence necessary to deliver both formal and informal leadership
- A proactive approach to professional and organisational development with the ability to engender enthusiasm and professionalism in others
- Astute judgement and political awareness
- Ability to positively influence a health and safety culture in the Department.

Duties

The duties for SES Band 2 positions, in accordance with the principles of workplace diversity, Work Health & Safety, participative work practices and values, include:

- Provide APS wide strategic leadership of the highest quality that contributes to an effective and cohesive APS.
- Provide professional/specialist expertise, policy advice, program or service delivery, and regulatory administration at a high level.

- Promote cooperation within and between other agencies including to deliver outcomes across agency and portfolio boundaries.
- Promote, by personal example and other appropriate means, the APS Values, the APS Employment Principles and compliance with the Code of Conduct.
- Support the Secretary as a steward of the broader APS.

Qualifications

Relevant tertiary qualifications are desirable. In addition, membership of relevant professional associations or institutes will be well regarded.

Security

This positions require the successful candidate to have (or the ability to obtain) a Negative Vetting Level 1 security clearance. This will be arranged if you are the successful candidate.

Tenure

The successful candidate/s will be offered ongoing employment under the *Public Service Act 1999*.

Remuneration

A Total Remuneration Package (TRP) reflecting the importance of the position will be negotiated with the successful candidate. The TRP comprises of:

- Base salary
- Superannuation
- Official parking

Other entitlements (in addition to TRP) may include:

- Airline lounge membership
- Home office support
- Provisions for leave and relevant allowances (e.g. travel) etc.

Eligibility

To be eligible for engagement to the Australian Public Service (APS), applicants must be Australian citizens or have permanent residency status pending the granting of Australian citizenship. There are also restrictions on the employment of people who have received a redundancy benefit from an APS agency or the Australian Parliamentary Service and who is still within their 'redundancy benefit period' or restriction period. These arrangements do not apply to persons who have received a redundancy benefit from a non-APS Commonwealth employer, from a State/Territory Government employer, or from the private sector. There are no restrictions on such persons competing on merit for APS employment.

Prospective appointees will be required to satisfy health, character and security checks.

Please note that, with any vacancy, it is important that you check your own circumstances and ability to meet the eligibility requirements.

RecruitAbility

RecruitAbility applies to this vacancy. You will be invited to participate in further assessment activity for the vacancy if you choose to apply under the RecruitAbility scheme; declare you have a disability; and meet the minimum requirements for the job.

For more information see: www.apsc.gov.au/priorities/disability/recruitability.

The Department

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.

This commitment extends to the families of veterans too. We do this through programs of care, compensation, commemoration and Defence support services, taking a wellbeing focus.

DVA is a policy, program management and service delivery agency with an annual budget of around \$11.6 billion. It is an organisation which continues to transform to ensure that it meets the needs of all veterans and their families and the increasing demand for its services and programs.

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. If you are looking for a challenge and keen to make a difference, now is an exciting time to join us. We have been transforming to better support veterans and their families. We are delivering:

- simpler, better, digitally enhanced experiences for veterans and their families when they interact with DVA;
- an easier more streamlined transition experience from the Australian Defence Force;
- early intervention and preventative health care, enabling veterans to live healthy and more productive lives;
- access to early treatment for physical and mental health issues; and
- a technology platform that improves DVA service delivery by providing a single interface so that our staff can offer an holistic service to veterans and their families.

There is still more to do. Supporting ongoing change to our operations and culture to make it faster, simpler and easier for veterans and their families to access programs and services is a key requirement of the job. Over the next 18 months, DVA will consolidate its transformation to:

- improve service to veterans and their families through enhancements and integration of Information and Communication Technology (ICT);
- provide faster access to services for veterans and their families by improving claims processing; and
- develop the blueprint to help guide the next phase of transformation.



DVA's cultural vision, underpinned by the APS Values of ICARE, are:

- We know our clients
- We are future focused
- We walk the talk
- We are connected and we work together, and
- We are capable and empowered to deliver.

More information

More information about the Department is available at: www.dva.gov.au

Preparing your application

Your application should include a CV and a statement of claims (a short 'pitch' of approximately 1000 words or 2 pages) drawing out why you are interested in the roles, what you offer the agency, your skill set, relevant career history and achievements, and your leadership attributes. In preparing your application you may also wish to take account of the following selection criteria which apply to SES roles in the APS.

Selection criteria

1. Achieves Sustained Results

Relevant capabilities and behaviours:

- Builds organisational capability and responsiveness
- Marshalls and develops professional expertise
- Steers and implements change and deals with uncertainty
- Ensures closure and delivers on agreed results (time, cost and quality)

2. Cultivates productive working relationships

Relevant capabilities and behaviours:

- Nurtures internal and external relationships
- Facilitates cooperation and partnerships
- Values individual differences and diversity
- Guides, mentors and develops people

3. Exemplify personal drive and integrity

Relevant capabilities and behaviours:

- Demonstrates Public Service professionalism and probity
- Engages with risk and shows personal courage
- Commits to action
- Displays resilience
- Demonstrates self-awareness and a commitment to personal development

4. Communicates with influence

Relevant capabilities and behaviours:

- Communicates clearly
- Listens, understands and adapts to audience
- Negotiates persuasively

5. Shapes strategic thinking

Relevant capabilities and behaviours:

- Inspires a sense of purpose and direction
- Focuses and acts strategically
- Harnesses information and opportunities
- Shows judgement, Intelligence and common sense

About Executive Intelligence Group

Executive Intelligence Group is a Canberra based executive search and recruitment management firm. We specialise in finding, selecting, developing, coaching and mentoring senior executives across a range of different contexts and sectors.

We are held in high regard by senior decision makers and would be recognised as having exceptional coverage in terms of the number and nature of agencies for which we have completed assignments.

We have extensive experience in generalist, 'difficult to fill' and specialist executive roles, bulk rounds, statutory appointments and private sector positions and an outstanding reputation in dealing with Secretaries, senior executives CEOs and Boards.

If, after reading the selection documentation, you require further information please contact **Tricia Searson** or **Karina Duffey** on (02) 6232 2200.

Applications must be submitted through the Executive Intelligence Group website.

How to apply

Executive Intelligence Group has the capability to receive applications online via our website.

A major benefit of lodging an application through our system is that your details will now be saved in your personal, confidential account. This means that, should you apply for any future roles through us, you will not have to re-enter this information and this will hopefully make the application process easier for you. If at any time your personal details change you are able to update this via your account. It is important to us that you find our website easy to use. If you have any feedback on how we can make the website more user friendly to assist you in completing an application or downloading candidate information, please let us know.

At **Executive Intelligence Group**, we respect the confidentiality of the personal information you provide to us and understand that your privacy is critical.

To review our Privacy Policy please click here: <https://executiveintelligencegroup.com.au/privacy-policy/>.

Important things to note:

- When you apply for the first time, please create an account and make a note of your username and password;
- For subsequent applications, you will need to log in to your account and submit your application along with your CV and statement of claims/pitch. I.e. you will need to submit an application for **EVERY** vacancy you are interested in - submitting one application does **NOT** mean you will automatically be considered for other vacancies with Executive Intelligence Group.
- Please have your CV and statement of claims/pitch ready to upload in a single document. Make sure you take account of the requirements of the position and the selection criteria (if required) against which you will be assessed. In your CV, it is useful for you to provide a quick snapshot of the key responsibilities you have had in each role over the last 5 years;
- You will have an opportunity to review, edit and print your application before you submit. However, once it is submitted you will not be able to make any changes;
- In the event that you do not receive an automated email confirming your application has been submitted it is very important that you contact us as there may be an issue with your application lodgement;
- If you do not hear from us about the progress of your application within 3 weeks from the close date, please contact us for an update; and
- If at any time, you wish to withdraw from this process you will need to send an email to admin@execintell.com.au to let us know. You are unable to withdraw your application directly from the website.

We can be contacted on 02 6232 2200 or admin@execintell.com.au.

How to apply online:

1. Go to the Executive Intelligence Group website and navigate to the Vacancies page (<http://www.executiveintelligencegroup.com.au/vacancies/>);

2. Find the vacancy you are interested in applying for and click 'More Info'. This will enable you to download the candidate information pack. This will assist you on how approach your application;
3. When you are ready to apply, find the vacancy you are interested in applying for and click 'Apply';
4. Read the information about applying and press 'Start';
5. This is where you will create your account if you are applying for the first time. If you have used our system previously you can log in with your user name and password;
6. From here you will be guided through an online application form;
7. At the end of the form you will be prompted to upload your CV and selection criteria/pitch. You **MUST** have your name referenced within the document/s you upload. Please note you should have this already saved in a single document it is preferable to keep the file name of the document short and without symbols for example: **Surname First Name Ref No Job**. Where possible please upload your documents in PDF format, we are also able to accept documents in Word format.
8. If you wish to change any of the sections before you submit you can click on the 'Summary' table on the right-hand side which will take you to the specific page;
9. Submit your application; and
10. You will receive an automatic email with a copy of your application.