



Candidate information pack

Assistant Secretary, Compensation Processing and Payments Branch
(SES Band 1)

Department of Veterans' Affairs

Reference No: 960

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Assistant Secretary, Compensation Processing and Payments Branch

Position description

Position Overview

Reports to: First Assistant Secretary, Client Benefits **Staff:** Approx. 300

Location: Perth, Western Australia

OUR OPPORTUNITY

The Department of Veterans' Affairs is seeking a talented individual to fill a SES Band 1 role leading its large service delivery team in Perth which is responsible for processing liability, compensation and incapacity claims for veterans. The role may in the future also include responsibility for leading the Department's Western Australia State Office, representing the Department and the Repatriation Commission, and managing relationships with high level stakeholders including Commonwealth and State Government agencies and ex-service organisations.

As an Assistant Secretary in the Department, you will be a key member of the senior leadership team. You will be responsible for leading a significant proportion of the Department's service delivery for veterans and families in a highly scrutinised environment. You will support the Executive in the provision of advice to Government and contribute to the leadership, management and strategic direction setting of the Department. You will manage, develop and implement major government and Departmental initiatives; participate in both Departmental and whole of government forums; and contribute to corporate leadership and capability development for the Department, including building and sustaining high performing teams.

OUR IDEAL CANDIDATE

The ideal candidate will need to be a first-class leader with a substantial service delivery background and demonstrated record of achievement leading teams delivering high volume, complex decision making. 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.

DUTIES

As an SES Band 1 you will:

- Lead the delivery and implementation of initiatives ensuring alignment with the Department's vision and strategic intent
- Provide leadership, and mentor and support the team, creating a high performing environment that attracts, engages, supports and retains skilled staff
- Provide direction, advice, and guidance across the Department to ensure services are delivered in an effective, efficient, and timely manner
- Identify and manage risk
- Identify and implement opportunities for innovation to improve and modernise service delivery
- Actively build and maintain stakeholder relationships internally and externally across the APS to facilitate collaboration.
- Create a positive workplace culture that encourages a mindset where respectfully challenging the status quo is acceptable and desirable
- Provide forthright and impartial advice in a constructive manner
- Promote the practice of quality service delivery that meets contractual and legal obligations and organisational policy and procedures
- in the future, lead the Western Australia State office through providing support and guidance to staff and represent the Department.

- Represent the Department in forums engaging with other government departments and external stakeholders

PERSONAL ATTRIBUTES

In accordance with APS statutory obligations, [APS Integrated Leadership System](#), [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:

- Professional authority and credibility
- Ability to direct and manage significant change agendas
- Ability to operate effectively in dynamic and quickly changing environments
- Ability to inspire confidence
- Keen intelligence, persuasiveness and the influence necessary to deliver both formal and informal leadership
- A results orientation, resilience and a positive approach to issues resolution
- 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.

BEHAVIOURS AND OUTCOMES

How outcomes are delivered is equally as important as delivery of the outcome.

The [Secretaries' Charter of Leadership Behaviours](#) sets out the behaviours Secretaries expect of themselves and SES and want to see in leaders at all levels of the APS.

Released in 2022, the Charter focuses on behaviours that support modern systems leadership within the construct of the [APS Values and Code of Conduct](#). These behaviours build on the [Integrated Leadership System](#) and [APS Leadership Capability Framework](#).

MANDATORY REQUIREMENTS

Nil.

ELIGIBILITY

- Under section 22(8) of the Public Service Act 1999, employees must be Australian citizens to be employed in the Australian Public Service (APS).
- All applicants external to DVA offered employment will be required to successfully undergo a pre-engagement screening check, even if they have a security clearance. The screening check is conducted in accordance with the Australian Government Protective Security Policy Framework requirements.
- The successful candidate will be required obtain and maintain at least a NV1 AGSVA security clearance.

RECRUITABILITY

[RecruitAbility](#) 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](#), you must first identify that you employers embracing disability 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.

THE SELECTION PROCESS

DVA uses a range of assessment processes to assist in selecting suitable applicants. We uphold the [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 (up to 750 words).
Shortlisting	Your written application will be assessed against the Work level Standards .
Interview	Candidates who progress past the shortlisting assessment may be invited to an interview either in person or virtually.
Referees	Referee/s may be contacted at any point in the process 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.

QUALIFICATIONS

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

TENURE

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

REMUNERATION AND CONDITIONS

A competitive remuneration package will be negotiated with successful applicants reflecting the importance of these senior executive appointments. The Total Remuneration Package (TRP) will include: Base Salary; Superannuation; and Official Parking. Other entitlements (in addition to TRP) may include: Airline Lounge Membership; Home Office support; Learning and Development; IT equipment; and provisions for leave and relevant allowances (e.g. travel) etc.

REASONABLE ADJUSTMENTS

Executive Intelligence Group is committed to all prospective applicants and can provide reasonable adjustments during the application and/or the interview process. If you require **Executive Intelligence Group** to provide reasonable adjustments, please contact our Project Managers: Catherine Jennings or Renee Brassington on 02 6232 2200 for a confidential discussion.

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. 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 and 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](#).

More information

More information about the Department of Veterans' Affairs 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 750 words) drawing out why you are interested in the role, what you offer the agency, your skill set, relevant career history and achievements, and your leadership attributes. In preparing your application, we suggest you take account of the following':

- [SES Performance Leadership Framework](#). This sets the expectations for all SES employees.
- [Secretaries Charter of Leadership Behaviours](#). This sets out the behaviours Secretaries expect of themselves, the SES and across all levels of the APS. The Charter focuses on behaviours that support modern systems of leadership within the construct of the APS Values and Code of Conduct.
- [Integrated Leadership System upon which the above behaviours are built](#).

For more information, please [visit the Australian Public Service Commission's page on Senior Executive Service \(SES\) recruitment](#).

In addition to submitting your CV and a statement of claims (or 'pitch') you will be required to fill in some additional fields in our online application form. These include areas such as Key areas of expertise, Major Achievements, Staff Management and Budget Management.

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.