

Deputy Chief Executive Officer

Senior Executive Service Band 3 - Candidate Pack

October 2025

ROLE OVERVIEW

Title:	Deputy Chief Executive Officer
Classification:	SES Band 3
Job reference number:	1029
Employment status:	Ongoing
Group:	Various
Reporting to:	Chief Executive Officer
Location:	The role is based in Canberra, other locations may be considered by exception
Closing date:	11:59pm AEDT, Wednesday 29 October 2025

Merit pool

This process will also be used to establish a merit pool for future SES Band 3 vacancies across the Agency, as they become available within an 18-month period from the date this vacancy is notified in the APS Gazette.

Location

The location for the role of Deputy Chief Executive Officer, Customer Service Delivery is **Canberra**;; other locations may be considered by exception.

Applicants from diverse backgrounds including First Nations peoples, people with a disability and those from different cultural backgrounds are encouraged to apply.

About us

Services Australia (the Agency) is at the frontline of government service delivery, supporting millions of Australians with economic, health and social wellbeing payments and services.

We're making government services simple, so people can get on with their lives. Our goal is to make it easier to engage with the services that Australians rely on. To achieve this goal, we're transforming the way we work to deliver a simple, helpful, respectful and transparent experience for customers.

In the 2023-24 financial year, the Agency delivered \$241 billion in total payments across Centrelink, Medicare and Child Support services. We delivered this through our digital channels with 1.1 billion transactions, 53.9 million phone calls and 10.7 million face-to-face engagements at our 318 service centres. The Agency is one of the largest Australian Public Service (APS) agencies in Australia, with more than 32,500 ongoing staff, located in every state and territory.

About the role

Deputy Chief Executive Officers (Deputy CEOs) are key members of the Agency's executive team, providing high-level advice to the Chief Executive Officer, as well as contributing to the effective leadership and strategic management of the Agency. Our Deputy CEOs must be able to develop and unite staff and stakeholders behind the Agency's 2030 Vision, establish and maintain strong relationships with key stakeholders and lead complex change processes in a fast-paced environment. Deputy CEOs have exceptional communications skills, and are adept at engaging senior stakeholders and building and sustaining relationships in complex environments. The role will also require you to advise and support Ministers and Government more broadly.

We have an immediate vacancy for the position of Deputy CEO, Customer Service Delivery. You will lead a large and geographically dispersed team, providing strategic leadership across five divisions of over 23,400 staff, and be responsible for the effective operation of the Agency's face-to-face, telephony, processing and digital services delivering Medicare, Child Support and Centrelink services.

The Deputy CEO is responsible for 24/7 monitoring of operations and maintaining partnerships across government, non-government and private sector stakeholders, as well as coordinating the Agency's responses to emergencies, and delivering the Agency's remote, Indigenous and multicultural servicing strategies.

The Deputy CEO is also responsible for delivering cross-government and surge capacity services on behalf of other government entities.

Tertiary qualifications in a relevant field are desirable.

This process will also be used to establish a merit pool for future SES Band 3 vacancies across the Agency, as they become available within an 18-month period.

Who we are looking for

We welcome interest from senior executives who demonstrate a capacity to lead effectively in large, dispersed organisations with complex demands. You will have a demonstrated capability to lead strategic transformation, drive operational efficiency and improve performance.

To be successful, you will be experienced in working in fast-paced environments and possess good stakeholder and people management skills. You will be committed to excellence and have a strong record of achievement in leading large complex teams and projects while under pressure.

Successful candidates will have a record of achievement and a reputation for good leadership, innovation and delivery of results. You will be resilient, self-motivated, outcome-oriented and enjoy working in a dynamic, challenging and rewarding environment. Your strong interpersonal skills, sound judgement, customer focus and the ability to engender respect and trust while working collaboratively as part of the executive team will be highly regarded.

Responsibilities of all SES employees in Services Australia

SES employees in the Agency must meet the following leadership requirements:

- provide leadership within the Agency and the broader APS, characterised by a high level of accountability for outcomes and a commitment to working in a collegiate manner across all levels of government
- enable and motivate staff to achieve high performance by creating a shared vision and sense of the Agency's purpose, and empowering staff to engage with risk
- model professional integrity and ethics through the active promotion of workplace practices and behaviours consistent with the *Public Service Act 1999* and the APS Values and Code of Conduct, including managing actual and perceived conflicts of interest
- provide high-quality policy advice to government and implement government programs
- deliver programs and projects on budget and on schedule and in a manner that achieves the outcomes they were designed to deliver, and be accountable for those outcomes
- ensure appropriate controls are in place to support compliance with legislation and promote a culture where changes in legislation are communicated, and non-compliance is addressed
- ensure the probity of all financial transactions in accordance with the *Public Governance, Performance and Accountability Act 2013*, the Agency's financial delegations and the Chief Executive Officer's Instructions, and
- ensure compliance with all relevant legislation, including the *Work Health and Safety Act 2011*, as well as Agency policies.

Why you should work with Services Australia

There are many benefits to working at Services Australia. The following statement, which can also be found on the Services Australia website, outlines the benefits provided to employees.

Doing something that matters

Our principles are to make things simple, and be helpful, respectful and transparent.

We rise to challenges fuelled by the knowledge that what we do matters. Our work can be challenging but is also rewarding, and suits people who are resilient and embrace innovation and change.

We help customers at key moments in their lives. Whether you are helping customers face to face or over the phone, supporting strategic policy, leading whole-of-government initiatives, or working in fraud detection, data and analytics and corporate and technology roles, every person in the Agency makes a real difference to Australians.

Join us in making government services simple so people can get on with their lives.

Being part of a large organisation with a strong future

Always evolving

Services Australia's long, proud history starts with the first payment of a pension in 1909.

Through all of life's milestones, and every unexpected event in between, Services Australia has always been, and will be there, to help. We will continue to make progress towards our vision of making government services simple so customers can get on with their lives.

Meaningful work in every corner of the country

National organisation with many locations

We are one of Australia's largest public sector employers.

We are located in every capital city and over 400 local, regional and remote locations across Australia.

Job opportunities in Services Australia can be right where you are or might be right where you want to be.

With sites across the country, we offer diverse employment opportunities so you can plan to take your career anywhere you want to.

Being valued for who you are

Be respected for the unique views and skills that you bring.

Services Australia supports you to bring your whole self to work. We are at our best when we reflect the communities we serve. We celebrate people with different cultural backgrounds and disabilities. We are also a leading employer of First Nations Australians and an LGBTI+ gold employer.

We strive to have a culture where you will be supported, respected and valued by your colleagues and leaders.

You will work in an environment that is safe and secure and where you are encouraged to participate, collaborate, share ideas and grow to reach your full potential.

A work environment that meets your needs

Our conditions support your health, wellbeing and lifestyle.

Benefits include:

- 15.4% employer contribution to superannuation
- competitive salary
- strong focus on individual and team performance
- recognition and rewards programs
- school holiday care allowance
- entry level programs
- strong focus on security and work health and safety.

Leave benefits include:

- generous parental, annual and personal leave provisions with the ability to purchase additional annual leave
- access to annual and long service leave at half pay
- Defence Reserve leave
- cultural/ceremonial leave.

Additional benefits include:

- adjustments to your workspace to meet individual needs
- accredited Breast-Feeding Friendly Workplace (ABA)
- internal and external learning and development
- study assistance
- annual flu vaccination
- employee assistance (counselling sessions)
- salary sacrifice.

Application Process

Eligibility

To apply you need to be an Australian citizen.

An applicant's suitability for employment with the Agency will be assessed through a pre-employment screening process. This will include identity and criminal history checks.

You'll also need or have the ability to acquire and maintain a Negative Vetting Level 2 Australian Government security clearance. This will be arranged for you, if you're successful.

RecruitAbility Scheme

RecruitAbility applies to this vacancy. Under the scheme, if you meet the minimum requirements for the job and declare you have a disability, you will be invited to participate in further assessment activity for the vacancy if you choose to apply under the scheme. For more information, see RecruitAbility | Australian Public Service Commission (apsc.gov.au).

To opt-in to the RecruitAbility Scheme, please indicate 'yes' on the application form.

Remuneration

A senior executive remuneration package will be negotiated with the successful applicant based on skills and experience.

Preparing your application

Your application should include a CV and a 'pitch' of no more than 1000 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.**

In taking account of these requirements, you do **not** need to address each individually.

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

In addition to submitting your CV (maximum 3 pages) and your 'pitch' you will be required to fill in some additional fields in the online application form. These include areas such as Key areas of Expertise, Major Achievements, Staff Management and Budget Management.

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

Please note: our office hours are Monday – Friday between 9.00am and 5.00pm. If you have any queries on the advertised position or how to apply, please contact us during these times and before applications close.

Applications **must** be submitted through the Executive Intelligence Group 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 **Executive Intelligence Group**, 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**.
- You will be required to include the details your statement of claims / pitch directly into the online application form. You do not need to upload your statement of claims / pitch as a separate document / file. Make sure you take account of the requirements of the position and the selection criteria (if required) against which you will be assessed.
- Please have your current CV ready to upload in a single document. 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 your application is submitted you will not be able to make any changes;
- Once you have submitted your application, you will receive an automated email. 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.

Steps 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 include your selection criteria / pitch and you will be required to upload your CV. 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 CV 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.

Please note applications close **11:59pm AEDT, Wednesday 29 October 2025**

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

servicesaustralia.gov.au