



Australian Government

IP Australia



Thank you for considering IP Australia as your next career move. Our purpose is to enable Australians to benefit from great ideas by providing a world-leading intellectual property (IP) system. Trade, investment and commercialisation all depend on an innovation ecosystem that is modern, effective and efficient and this ensures Australian industry is resilient and internationally competitive.

Innovation and a commitment to customer service excellence underpin our operations. We harness data and technology (including AI), to continually improve the quality and effectiveness of our products and services. We are committed to adaptation, embracing change and finding new ways to meet the current and future needs of the IP system – including through our in-house innovation lab, IPA Ventures. This requires a culture of curiosity, and openness to feedback.

Our people are our greatest asset. We're a high-performing agency, invested in building staff capability, creating career pathways and shaping a positive and inclusive culture, where everyone

belongs. To ensure we attract the best and brightest minds, careers at IP Australia provide challenging opportunities to develop leadership and management skills, contributing to our position as leaders of IP rights administration in the region.

Our People Strategy and Diversity and Inclusion Strategy guide these commitments and set clear expectations for managers and employees, reinforcing the values and expected behaviours of all staff.

We recognise the benefits to individuals and teams of balancing work with everything else in life. We have a genuinely hybrid workplace and with this embedded flexibility, we

deliver a more agile and inclusive environment that attracts and retains the best talent and supports wellbeing.

I'm extremely proud of the vibrant and inclusive culture we have built, and the range of networks that support our people to thrive in the workplace. The work we do at IP Australia makes a difference. It directly benefits Australia's economic prosperity by rewarding creativity, promoting investment and encouraging technological advancement.

I hope you'll join us!

Michael Schwager
Director-General
IP Australia





Candidate Kit

Position Title:	Assistant Director
Classification:	Executive Level 1
Employment status:	Ongoing and Non-ongoing for a period of up to 12 months
Number of vacancies:	Multiple
Employment type:	Full-time or part-time
Salary:	\$119,737 – \$134,764 + 15.4% employer super contribution (pro-rated for part-time)
Section:	Various
Group:	Trade Marks and Designs
Location:	Flexible location - IP Australia employees can work from anywhere in Australia, providing they can maintain a safe and productive working environment. We have offices in Canberra (Ngunnawal Country) and Melbourne (Naarm), and a shared hub in Sydney (Gadigal Country). Employees close to these locations can maintain a hybrid approach of working in the office and from home.
Security Classification:	ENTRY LEVEL
Contact officer	Gavin Phillips gavin.phillips@ipaustalia.gov.au

Group Responsibilities

The Trade Marks and Designs Group (TMDG) is responsible for administration of the trade mark and designs rights systems. We play a vital role in enabling Australians to benefit from the effective use of their intellectual property by granting trade mark and design rights. TMDG conducts trade mark and designs assessments and examination, grants registered rights, operates training academies, owns trade marks and designs practice and manuals, and delivers business operations and strategic projects. We collaborate closely with other groups across IP Australia and provide advice and other subject matter expertise in support of IP Australia's purpose of enabling Australians to benefit from great ideas by providing a world-leading IP system.

Section Responsibilities

As an Assistant Director within TMDG, you will be a member of the leadership team, providing proactive leadership to the Group, ensuring that we achieve our strategic and operational goals and contribute to the broader objectives of IP Australia's Strategic Corporate plan.

You will liaise closely with internal business groups, customers (including businesses and individuals), IP professionals and the public, working to resolve issues with customers and ensure the delivery of robust intellectual property rights.

We currently have two immediate vacancies – Team Leader Designs Examination; and Team Leader Trade Marks Examination. We will also be creating a merit pool of suitable candidates which will be used to fill ongoing and non-ongoing roles across TMDG should they become available (within an 18-month period). This will include both Team Leader roles, as well as Project Officer positions (see below).

Assistant Director - Team Leader, Trade Marks and Designs Examination (current vacancies)

The examination teams are the engine room of the business group, responsible for the administration of the trade mark and designs rights systems. They play a crucial role in ensuring that the intellectual property rights of individuals and businesses are protected and upheld. Staff within these sections conduct thorough examination assessments of trade mark and design applications to ensure they meet all legal and regulatory requirements. This involves reviewing applications, conducting searches, and evaluating the eligibility of the proposed applications.

As an examination team leader, you will lead and manage a team of up to 15 Trade Marks/Designs examiners to deliver high quality trade mark/designs assessments in a timely manner. You will be required to provide technical guidance in relation to complex enquiries, identify and deliver training as required, and manage staff performance, including underperformance and capability uplift.

Assistant Director - Project Officer, Strategic Projects and Initiatives; Quality, Practice and Customers; People and Training; Designs (possible vacancies)

Project officers are responsible for supporting their sections deliver a diverse range of outcomes by working collaboratively across the Group. Outcomes include ensuring that TMDG meets its legal and professional obligations by monitoring the domestic and international IP landscape, ensuring that developments in policy or law are accurately reflected in work practices, providing technical advice, undertaking evaluation and data analysis, as well as training and continuous improvement to ensure quality and consistency of trade mark and Design rights. Project officers also design and lead change management and engagement activities.

Other areas of TMDG where vacancies may be filled include:

Strategic Projects and Initiatives

The Strategic Projects and Initiatives (SPI) section manages TMDG projects and initiatives and provides subject matter input into our domestic and international policies. SPI is also the pivotal point for stakeholder engagement, budgeting and production modelling, operational management, and strategic reporting.

Staff in this section support the group through tasks including contributing to examination experiments, international and domestic policy formulation, supporting and initiating technological and system improvements, and high-level external stakeholder engagement.

Quality, Practice and Customers

The Quality, Practice, and Customers (QPC) section manages trade marks and designs quality review and engagement, technical practice and procedure, procedural manuals and documents, and stakeholder escalations and engagement on technical issues. Staff in this section support the group through the management of quality review and engagement activities for trade marks and designs examination, internal and external stakeholder engagement on technical and practice issues, creation and maintenance of internal technical resources (such as Manuals of Practice and Procedure), provision of technical advice on new policy or legislative initiatives, and dealing with escalated customer feedback or media enquiries.

People and Training

The People & Training (P&T) section is responsible for competency-based training (CBT) and assessment of new examiner recruits. Staff within P&T provide support for all aspects of our training programs, as well as recruitment, professional and technical development and workforce and succession planning.

Our Opportunity

- Under broad direction, support Directors, Deputy General Manager and the General Manager to contribute to business outcomes, primarily the quality and timely administration of trade marks and designs examination
- Independently undertake and provide advice on a range of complex and technical examination, policy, and customer related issues
- Monitor, manage and improve individual and team performance by engaging with business operational tools, such as production models, quality indicators, performance reports
- Liaise with, and provide expert advice to, internal stakeholder groups on a range of trade marks and designs issues, with a view to achieving TMDG strategic and operational goals
- Engage with external industry and governmental stakeholders on a range of trade marks and designs issues
- Develop and manage relationships with internal and external stakeholders to achieve work area and agency goals
- Lead innovation initiatives and contribute to business improvement strategies, including managing, delivering, and monitoring corporate projects
- Develop high quality written materials, talking points, and presentations for a variety of audiences with different priorities, sensitivities, and levels of technical understanding
- Mentor, coach and develop team members

At the end of the recruitment process, a merit pool of suitable candidates may be created. Those found suitable will be advised that they have been placed in the pool. The merit pool is valid for 18 months from the date the process was advertised. The merit pool may be used throughout the period to fill similar ongoing or non-ongoing positions in the event positions become vacant. This will include both Team Leader roles, as well as Project Officer positions.

Job specific capabilities

The following capabilities are considered **essential** for successful candidates:

- **Communication** – Successful candidates will have excellent written and verbal communication skills. Candidates will have the capability to actively engage with customers, distil key messages and adapt delivery in an engaging and creative manner to resonate with and influence varied audiences.
- **Excellent relationship management skills** – We are looking for candidates who are confident and decisive. Candidates should be comfortable working independently and also able to work collaboratively with people with different perspectives to achieve outcomes. Candidates will have excellent interpersonal skills, an ability to mentor and develop people, and to build and sustain relationships with a network of key people internally and externally.
- **Decision making** – Candidates will need to demonstrate the ability to engage with risk, to use data, to interpret and apply legislation and to exercise sound judgement. A strong technical knowledge of trade marks and/or designs law and the ability to provide technical direction and advice to staff in complex matters is also essential.
- **Deliver outcomes** – Candidates will need to demonstrate a flexible approach to work in a fast-paced environment with ambiguity. Successful candidates will have excellent self-motivation, initiative and a commitment to continuous improvement. A willingness to contribute to business improvement strategies, corporate projects and the ability to implement and manage change is also essential.
- **Leadership** – We are looking for candidates who demonstrate agility and are comfortable leading innovation initiatives. Candidates will have a commitment to personal development and must be able to demonstrate their ability to establish an inclusive, lifelong learning and high performing team culture in a hybrid environment, through coaching others, providing performance feedback, conflict resolution and encouraging career development.

It is expected that all IP Australia employees:

- demonstrate attitudes and behaviours responsive to workplace change (including participate in and encourage others to participate in change and contribute to successful outcomes)
- improve organisational performance through effective engagement with and management of risk within relevant sphere of influence
- establish clear expectations and create an environment to achieve stated goals and objectives, take ownership and honour commitments
- uphold and maintain the APS Values and Code of Conduct
- maintain an understanding of their/worker responsibilities under the *Work Health & Safety Act 2011* (WHS Act) and a commitment to promoting a healthy and safe workplace.

Excellent knowledge of, and relevant working experience with, the Trade Marks Act 1995 and/or Designs Act 2003 is highly desirable.

Applicants are encouraged to refer to the attached Capability Framework documentation which outlines agency wide behavioural descriptors for the five core capabilities at this classification.

Eligibility requirements for employment at IP Australia

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 offered employment will be required to successfully undergo a pre-engagement screening check, even if they have a security clearance. The screening check involves reviewing your background & personal circumstances to minimise risks in giving access to IP Australia information/resources. This screening check is conducted in accordance with the Australian Government Protective Security Policy Framework requirements.

Some applicants may be able to obtain and maintain a security clearance at a specified clearance level – please check the vacancy information section for security clearance requirements.

The successful applicant must be willing to disclose all relevant and required information.

How to apply

Applications must be submitted through IP Australia's online recruitment system, IP Hire. If you have difficulties using IP Hire, please contact the Recruitment Solutions team on 02 6283 2567.

To apply for this vacancy, you are asked to complete the online application form which includes submitting:

- A one-page statement (max 750 words) outlining how your skills, knowledge, and experience make you the right person for the role. You should include details of relevant achievements/examples that demonstrate your suitability.
- A current CV detailing recent employment history which is relevant to the advertised position.
- The name and contact details of two referees.

Most of the communication you'll receive about this process will be via email so please take this into consideration when submitting your application. For example, it is best not to use a work email if you are going on leave as we cannot change the process to accommodate the non-receipt of emails.

How you will be assessed

IP Australia use competitive merit-based recruitment processes. Candidates will be assessed against the job specific capabilities and duties, so it is important you frame your response around these.

IP Australia has its own capability framework that provides clarity and consistency for a professional and highly competent workforce, now and into the future. There are five core capabilities, relevant to each classification, and a +1 technical capability which varies depending on the role.

IP Australia uses a range of assessment methods which may include application and resume assessment, interview and/or written assessment and/or psychometric assessment and the collection of a referee report/s.

Diversity and inclusion

We celebrate and champion diversity to ensure we reflect the community we serve, and pride ourselves on our inclusive culture. We welcome applications from Aboriginal and Torres Strait Islander peoples, people of all genders, people with disability, people from culturally and linguistically diverse backgrounds, those who identify as LGBTQA+, mature aged employees and carers.

Reasonable adjustments

We want you to be able to shine in the assessment process so if you require any personalised adjustments to assist you to participate fully in this recruitment process, please indicate this in your application form (or by contacting the Recruitment Solutions Team).

A member of either the Recruitment Solutions Team or the Selection Panel will contact you to discuss your needs. All reasonable requests for adjustments will be facilitated if possible. Personalised adjustments are also available to employees who commence with IP Australia to assist them to perform the duties of their role to the best of their ability.

Any information provided is private and confidential and will only be used to provide accommodations and will in no way determine the outcome of an application.

RecruitAbility

The [RecruitAbility scheme](#) has been applied to this vacancy. RecruitAbility is a scheme which aims to attract and develop applicants with disability.

Applicants with disability who opt into the scheme; declare they have disability; and meet the minimum inherent requirements of the vacancy will be advanced to a later stage in the selection process. Merit remains the basis for engagement and promotion.



About IP Australia

IP Australia is the Australian Government agency responsible for administering Australia's intellectual property (IP) rights system, specifically patents, trademarks, designs, and plant breeder's rights. IP Australia also undertakes programs to educate and promote an awareness of IP, provides IP policy input to Government, develops legislation to support the IP system and contributes to bilateral and multilateral negotiations to improve IP protection internationally.

Australia's IP rights system supports innovation, investment, and international competitiveness. IP investment in Australia is valued at about 40 billion dollars.

We are an Australian Government agency with a passion for bright ideas, offering a great work-life balance, flexible working arrangements and rewarding career paths in the IP industry and/or Australian Public Service.

IP Australia embraces flexibility, including hours and location. Most of our roles can be done from anywhere in Australia, as long as you have reliable internet connection and an appropriate office set-up. We have offices in Canberra (Ngunnawal Country) and Melbourne (Naarm) for employees who are located within a reasonable distance to the office and most employees work a mixture of days in the office and days from home. Employees who are not located near an office, work completely remotely.



**Live
Work
Achieve**

IP AUSTRALIA - TOGETHER WE CAN.

- **FLEXIBILITY**
Maintain a balanced lifestyle.
- **PRIDE IN THE WORK WE DO**
Contribute to high quality outcomes every day.
- **A SENSE OF BELONGING**
Enjoy a sense of belonging and purpose, rich with diversity.
- **PROFESSIONALISM**
Use your expertise in a rewarding and fulfilling environment.
- **INTERNATIONAL REPUTATION**
Work with world leaders in intellectual property.
- **THE AUSTRALIAN PUBLIC SERVICE**
Experience all the advantages of the APS, with the size and agility of enterprise.

Working in the APS

Australian Public Service (APS) [Values](#) guide us through our working lives, setting expectations for shared behaviour that keep our workplace harmonious and productive. The values are also a promise to the people of Australia that we can be trusted to act with integrity, in their service and in accordance with the Public Service [Code of Conduct](#).

You can find out more about the APS's Employee Value Proposition here: [Work with us | APS jobs](#)



CAPABILITY FRAMEWORK - RELEVANT TO EXECUTIVE LEVEL 1



Agility and innovation – lead and empower a culture of agility and innovation

- Independently or collaboratively develop new insights, solutions and recommendations for complex situations.
- Regularly scan the horizon and undertake research and analysis where appropriate to anticipate and address issues, identify opportunities, innovative methods, trends, capabilities and products.
- Select the most effective solution for the benefit of the organisation and effectively communicate the benefits and risks to the decision-maker.
- Lead the team to adapt and participate in change activities to contribute to business group outcomes.



Customer centric – lead and empower a culture of quality customer service

- Actively engage internally and externally where relevant to improve outcomes for customers.
- Actively engage with customers to ensure equitable access to services.
- Monitor customer service and service delivery functions, including anticipating and identifying customer service needs, collecting evidence to inform decisions, and implementing solutions that deliver quality customer centric outcomes.
- Promote, lead and embed customer centric behaviours within a team environment.



Data literacy – lead and empower appropriate use and creation of data

- Effectively and appropriately obtain and use data to lead the team to meet business group outcomes.
- Demonstrate a clear understanding of IP Australia's frameworks that guide data use and the broader context in which data is managed in the APS.
- Demonstrate the ability to plan, identify opportunities and understand how data can be improved to align with the strategic direction.
- Identify key stakeholders and understand how the data will be used to inform decision-making.
- Ensure that systems are in place to protect the privileged use and integrity of the data.



Engages with risk – lead and empower positive risk behaviour

- Lead an environment where staff are empowered to have open communication about risk that leads to IP Australia's target risk culture.
- Have a sound understanding of IP Australia's risk management framework to ensure that risks are defined, documented, communicated and managed.
- Understand and manage risks within span of influence, including those managed by staff.
- Provide and encourage an environment where risk-taking is supported within clear boundaries.



People, network and self-leadership – lead and empower authentic leadership behaviour

- Lead and develop the team through mentoring and guidance; recognise and reward achievements and behaviour.
- Lead the team by building trust, encouraging conversations about change and challenging environments, and model behaviours including resilience, flexibility and persistence.
- Develop and strengthen new and existing relationships across the APS and IP Australia; represent IP Australia in various fora where appropriate.
- Cultivate and promote strong relationships to support business objectives and decision-making.
- Actively seek out feedback on own performance; respond proactively and make appropriate changes.



Job Specific Technical Capabilities

- Maintains a high level of knowledge of relevant sources, standards, frameworks, policies, guidelines, legislation and best practice models.
- Provides technical guidance on complex problems to colleagues, particularly where there is no clear or definitive course of action.
- Applies expertise and leadership to the development and promotion of new standards, tools or products.
- Develops others by sharing specific technical expertise with the broader agency.
- Recognises complex technical risks and escalates appropriately.