



Australian Government IP Australia



Thank you for considering IP Australia as your next career opportunity. We are committed to delivering world leading IP services that are modern, effective and efficient to ensure all Australians benefit from great ideas. Through innovative solutions we pursue productivity and quality improvements that underpin our customer-focused agency.

Our people are our greatest asset.

We continue to invest in talent and capability development to build the workforce of the future. By encouraging diversity of thought and

a culture of curiosity, we inspire leadership and accountability at all levels.

I am extremely proud of our commitment to a diverse workforce that represents the broader population. We want all employees to feel safe in embracing their true selves in the workplace. Having a diverse workforce opens a world of possibility, enabling us to draw on ways of thinking and ways of being that come from a different understanding of the world.

To ensure we attract the best and brightest minds, we continue to implement best practice workforce planning. 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.

IP Australia recognises the benefits of flexible working arrangements to individuals with better work-life balance and personal wellbeing, to teams that are more agile, dynamic and inclusive and to the organisation by being better able to attract and retain talented staff.

Michael Schwager
Director-General
IP Australia





Candidate Kit

Position Title:	Executive Level 2 – Various Opportunities
Classification:	Executive Level 2
Employment status:	Ongoing and Non-ongoing (<i>Non-ongoing roles may be offered for a period of up to 12 months</i>)
Number of vacancies:	Multiple
Employment type:	Full-time or part-time
Salary:	\$141,310 – \$164,731 + 15.4% employer super contribution (pro-rata 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:	BASELINE
Contact officer	Kelly Sims, General Manager, Trade Marks and Designs Group (via Corinne Luckie, 02 283 2556), Kelly.Sims@ipaustalia.gov.au

Group Responsibilities

The Trade Marks and Designs Group (TMDG) is responsible for administration of the trade mark and design 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 examination, grants registered rights, operates training academies, owns trade marks and designs practice and manuals, engages with customers and stakeholders, and delivers business operations and strategic projects. We collaborate closely with other groups across IP Australia, and other agencies, to provide subject matter expertise input into policy and legislative development, public education and communication, and we assist in the provision of advice to government.

Our Opportunity

We are recruiting to fill at least one ongoing role and several non-ongoing roles across TMDG.

We are seeking savvy customer-experience focused people with strong leadership, communication and relationship management skills, great analytical and digital literacy capabilities, and the ability to exercise sound judgment in handling complex issues under pressure. Our successful candidates will have a curious mindset, and a responsive and engaging approach to workplace change initiatives including participating in, and encouraging others, to engage in change and contribute to successful outcomes.

These roles encompass all aspects of leadership, management, development and co-ordination of a highly skilled workforce responsible for trade mark and design rights administration. You will be accountable for budget management, production, customer service, quality, training, workforce management, and reporting.

The roles we are filling are:

Deputy General Manager in TMDG

This role is a key leadership position responsible for all examination workforce production, quality, wellbeing, capability uplift, budgeting and reporting (around 130 staff). In addition, the successful applicant will perform the statutory functions of a Deputy Registrar of Trade Marks and Deputy Registrar of Designs and exercise the appropriate power, authority, delegations and discretions under the Trade Marks Act 1995 and Designs Act 2003. The position manages other EL2s/Directors.

Director in TMDG

This role is a leadership position managing a section responsible for one or more of the below responsibilities:

- examining applications and registering trade marks or designs

- running a training academy
- providing technical, quality, practice and customer support
- business planning, reporting and budget management for the group
- strategic projects and input into trade mark and design policy

To be a strong contender for these roles, you will be an experienced leader who is authentic, resilient and empathic, with a track record of managing complexity and risk, inspiring a sense of purpose, building workforce capability and delivering quality customer outcomes. You will have a trusted ability to energise continuous improvement, change and innovation programs whilst delivering core business within a challenging environment.

You will be a skilful communicator and relationship-builder, adaptable to change and able to instil trust with stakeholders. As a strategic thinker, you will be empowered to exercise your judgment which will require you to balance competing stakeholder perspectives, multiple layers of ambiguity, complex issues, information sources and risks to make fair, consistent, and well-considered decisions.

NOTES

We will also create a merit pool which may be used to fill future positions on an ongoing or non-ongoing basis subject to operational requirements. Where a non-ongoing position is offered, the role will be filled for a specified term of up to 12 months.

Those found suitable but not offered a role 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 positions in the event positions become vacant.

Job specific capabilities

We are looking for someone who can demonstrate our Executive Level 2 capabilities:

- Agility and innovation – lead and empower a culture of agility and innovation
- Customer centric – lead and empower a culture of quality customer service
- Data literacy – lead and empower appropriate use and creation of data
- Engages with risk – lead and empower positive risk behaviour
- People, network and self-leadership – lead and empower authentic leadership behaviour

Applicants are encouraged to refer to the attached Capability Framework documentation at the end of this [document](#) which outlines agency wide behavioural descriptors for the five core capabilities at this classification.

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.

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 2



Agility and innovation – inspire and drive a culture of agility and innovation across the organisation

- Display innovative, creative and lateral thinking; introduce new and creative ideas to develop solutions.
- Actively seek opportunities to utilise innovative products, trends and leverage technology to implement continuous improvement activities to benefit the organisation.
- Engage in high-level critical thinking to identify connections between highly complex issues and capitalise on innovative solutions.
- Initiate and implement the development of innovative methods, practices and technology; manage and be accountable for the delivery of the benefit to the organisation and the community.
- Challenge the status quo, embrace and promote change initiatives, and harness new ideas to contribute to organisational goals.



Customer centric – inspire and drive a culture of quality customer service in the organisation

- Initiate and develop partnerships with customers to anticipate, define and evaluate service performance outcomes.
- Ensure compliance with performance standards for service delivery, set within an area of expertise, to deliver quality customer service.
- Proactively ensure that the organisation's digital delivery systems, business processes, policies and programs within an area of expertise, align with customer expectations.
- Influence and formulate the strategic direction and takes responsibility for the full range of customer service functions within an area of expertise.
- Engage, negotiate and influence across government and industry including international partners, on standards of customer service and accessibility.



Data literacy – inspire and drive a culture of data literacy

- Lead the use of data systems and tools to support organisational goals and demonstrate a clear awareness and understanding of the frameworks and data guides used in own work area, the organisation and APS.
- Seek clarification to validate potential options and understand the impacts and opportunities the solution will have on the business to ensure it aligns with the strategic direction.
- Possess the ability to analyse a range of information types and draw sound, logical conclusions that will support decision-making.
- Lead and drive change to improve data in line with technologies to deliver outcomes.
- Ensure systems are maintained and improved to protect the privileged use and integrity of the data.



Engages with risk – inspire and drive a culture of risk management

- Anticipate the shifting environment and manage moderate risk.
- Provide constructive feedback on risk management activities.
- Empower people to make evidence-based risk decisions.
- Promote an environment of open communication that leads to IP Australia's target risk culture.
- Allocate resources and lead the adoption of risk management policies, strategies and best practices.



People, network and self-leadership – inspire and drive a culture of authentic leadership

- Guide, mentor and develop staff, facilitating performance improvement conversations.
- Promote the need for change and respond to complex challenges and changes with a high level of flexibility, resilience and persistence.
- Promote a growth mind set and create psychological safety.
- Develop and strengthen new and existing relationships across business groups, government, industry and with international partners.
- Create a learning organisation by demonstrating strong self-awareness by actively seeking, reflecting and acting on feedback on own performance.



Job Specific Technical Capabilities

- Draws together technical/professional advice on highly complex and ambiguous issues.
- Stays informed using up-to-date technical expertise, research and international best practice.
- Supports the design of technical solutions and co-ordinates their development and implementation.
- Coaches and mentors others to share technical expertise within the agency and, where applicable, the profession.
- Anticipates and manages complex technical risks and escalates highly complex issues to the Executive when necessary.