



## 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





## Message from the Director General

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*Text version of the picture on the front page*

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## Candidate Kit

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<b>Position Title:</b>	Product support Officer
<b>Classification:</b>	APS Level 5
<b>Employment status:</b>	Ongoing
<b>Number of vacancies:</b>	One
<b>Employment type:</b>	Full-time
<b>Salary:</b>	\$87,351 – \$93,609 + 15.4% employer super contribution (pro-rated for part-time)
<b>Section:</b>	Customer Experience Group General Manager
<b>Group:</b>	Customer Experience
<b>Location:</b>	Canberra on Ngunnawal Country
<b>Security Classification:</b>	BASELINE
<b>Contact officer</b>	Simon Boyes 02 6283 2463 simon.boyes@ipaustalia.gov.au

## Group Responsibilities

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The Customer Experience Group (CEG) is responsible for understanding the customer journey and identifying and implementing customer service improvements across IP Australia. This is achieved by ensuring sound processes are in place for IP Rights processing; management and administration of the customer contact centre and customer feedback channels; the delivery of communication services; and effective management of externally facing digital products.

CEG ensures IP Australia's education and awareness activities are aligned, targeted and effective to facilitate a broader understanding of the value of, and access to the intellectual property system among our customers and stakeholders. The Group plays a lead role in building customer-centric capability across IP Australia by providing insight and expertise to inform better decision making. This drives high quality, effective customer service to meet customer needs both now and into the future.

## Section Responsibilities

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The CEG Group Product Manager is responsible for defining and executing a project strategy that ensures all products that support the operations of CEG achieve business outcomes and deliver against the group's priorities.

The CEG Group Product Manager also oversees the Patents Administration Uplift (PAU) Project, a multi-year initiative focused on modernising and transforming the administration of Patents. The PAU project will address aging technologies and inefficient processes that underpin the administration of Patents. The project follows an agile methodology, ensuring a consistent and value-driven approach by developing, testing, and releasing smaller, functional features of the broader project scope.

## Our Opportunity

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We are looking for a motivated, highly organised and outstanding individual to provide high calibre administrative support to critical digital transformation projects at IP Australia. As a product support officer to the CEG Group Product Manager, you will help support during successful delivery of projects and products used by CEG, delivering transformation and optimisation to the administrative functions provided by CEG, including the uplift of the patents administration system.

You will be responsible for a range of administrative support functions including; supporting the activities of the CEG Group Product Manager across a range of initiatives, scheduling and participation in agile project ceremonies, management of the PAU centralised project inbox, secretariat support for the PAU project board, facilitating and participation in user testing and delivery of key communication activities. If you are looking to make a substantial impact, alongside a highly experienced team who have delivered new products and services before, we would love to hear from you!

Position Specific Duties include:

- Support the Group Product Manager in the planning, prioritisation and delivery of technologies supporting the operations of the Group
- Work in collaboration with the Group Product Manager, Product Owners and enabling areas to assist in the implementation of the Product Group Strategy
- Support the PAU project in the delivery of new products and experiences into the Pega Constellation platform
- Assist the Group Product Manager and PAU management team throughout the investment and project reporting lifecycle
- Assist the PAU project in ensuring quality and consistency of PAU deliverables; and
- Lead the PAU board secretariat activities in collaboration with PAU project management.

## Job specific capabilities

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- Excellent time management skills
- Strong written and verbal communication skills
- Well-developed interpersonal skills;
- Demonstrated delivery driven focus
- Creative problem-solving skills;
- Demonstrated well developed analytical skills
- Results oriented focus and an ability to respond quickly to changing workplace priorities
- Ability to work collaboratively and independently to ensure high quality outcomes; and
- Ability to prioritise tasks/projects effectively, taking initiative and working independently in an unstructured environment

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.

Demonstrated knowledge and certification in Agile project delivery methodology is highly desirable for this role.

As an ideal candidate you will possess ideas and thinking that foster an environment of collaboration and creativity. Most importantly, you will be integral to helping IP Australia build better products that customers and staff will use.

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

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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

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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

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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

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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

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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.



# 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 APS 5



### **Agility and innovation – develop and contribute to outcomes using an agile and innovative approach**

- Display adaptability and flexibility in changing circumstances and diverse situations.
- Question conventional approaches in the process of developing and applying alternative solutions.
- Research and suggest innovative improvements to team and individual tasks, processes and procedures, looking for better ways to achieve the desired outcome.
- Contribute to the team's innovative problem solving through collaboration, inclusion and the sharing of information.



### **Customer centric – develop and contribute to quality customer centric outcomes**

- Liaise with and provide advice and recommendations in area of expertise to a wide variety of customers.
- Contribute to quality service outcomes through demonstrating a thorough knowledge of the services.
- Work collaboratively to achieve the best result for customers.
- Respond to a broad range of service requests contributing to resolving complex issues with a solution focus to meet customer needs.



### **Data literacy – develop and contribute to appropriate use and creation of data**

- Ensure the data needed to make sound decisions is appropriately sourced and documented.
- Contribute to the development of data and information.
- Contribute to the generation of new ideas using available data and information.
- Understand the frameworks that guide data use and the context in which data is used in the APS.
- Understand the type of data created and used in the work area and have the ability to use the data systems and tools available.



### **Engages with risk – develop and contribute to positive risk behaviour**

- Show an awareness of risk management and understand risks involved with role.
- Consider risk when creating solutions and show personal courage.
- Demonstrate own risk management capability in line with risk framework.
- Identify complex issues and consult appropriately with peers and managers.



### **People, network and self-leadership – develop and contribute to authentic leadership behaviour**

- Develop and understand principles of performance management to effectively manage own and staff performance.
- Model behaviours consistent with flexibility and adaptability in the face of challenging and changes in our work environment.
- Develop networks through new and existing relationships across the business.
- Recognise own limitations in understanding an issue and undertake further development.
- Respond proactively to feedback and look for opportunities to extend knowledge, skills and experience.



### **Job Specific Technical Capabilities**

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