

Candidate Kit

Position Title:	Assistant Hearing Officer
Classification:	APS Level 6
Employment status:	Ongoing/Non-ongoing
Number of vacancies:	One
Employment type:	Full-time
Salary:	\$99,734 – \$112,049 + 15.4% employer super contribution (pro-rated for part-time)
Section:	Oppositions and Hearings
Group:	PBR and Oppositions Group
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:	Not Required
Contact officer	Tabatha Klippan 02 6283 2496 tabatha.klippan@ipaustalia.gov.au

Group Responsibilities

The Plant Breeder's Rights and Oppositions Group (POG) ensures Australians benefit from the effective use of intellectual property. POG comprises the Plant Breeder's Rights Office, responsible for the administration of Plant Breeder's Rights (PBR), one of the four intellectual property rights administered by IP Australia. The Group is also responsible for IP Rights Oppositions, Patent and PBR Quality, Practices and Consultation Groups.

Our primary responsibilities include:

- examination, granting and registering of PBR
- conducting oppositions and hearings and issuing decisions on disputes relating to the registration of Patents, Trade Marks, Designs and PBR
- developing examiner decision guidance through the Patents and PBR Manual of Practice and Procedure
- developing new processes and continuous improvement of existing processes and systems across PBR, including PBR reform implementation
- delivering multiple enabling projects, and programs and business operations that support strategic objectives
- overseeing the Patent and PBR quality review system and coordinating the quality campaign reviews.

We foster an inclusive and empowering environment and actively develop the capability of our workforce.

Section Responsibilities

The Section is primarily responsible for administering legislative provisions relating to oppositions and hearings and removals in the *Trade Marks Act 1995*, *Trade Marks Regulations 1995*, *Designs Act 2003* and *Designs Regulations 2004*. This includes issuing administrative decisions in relation to trade mark and design rights, particularly decisions on opposition to registration of accepted applications for trade marks and designs and removal applications, ex parte hearings on applications, proposed revocation of acceptance, intention to refuse extensions of time and objections to geographical indications.

The Section also manages and monitors court action on behalf of the Registrar of Trade Marks and the Registrar of Designs and contributes to the development of legislation and technical practice.

Our Opportunity

The Assistant Hearing Officer supports the performance of the functions of the Section, including exercising relevant delegations under the legislation such as in relation to Extension of Time requests. The Assistant Hearing Officer performs an integral role in the trade marks and designs and oppositions and hearings processes.

The role involves a high level of data literacy and customer interaction, including telephone calls during business hours. The Assistant Hearing Officer must work well both in a team environment and independently and fully support operational requirements in a time sensitive environment.

In addition to regular duties, the Assistant Hearing Officer is expected to make a positive contribution to ongoing improvements and developments in business processes, legislation, customer service and systems development affecting the Section.

The Assistant Hearing Officer performs the following regular duties:

- Make decisions on the adequacy of Statements of Grounds and Particulars of oppositions, and on the acceptability of various Amendment and Extension of Time requests, in accordance with complex legislation and case law
- Handle complex customer queries by phone and in writing on the opposition and removal processes
- Provide guidance and information to external and internal stakeholders on Opposition, Hearings and court-related matters
- Schedule and manage hearing matters to ensure timely and effective progression of cases
- Determine and manage costs matters in accordance with legislative and procedural requirements
- Prepare non-routine written material for the Section, for example, responding to customer complaints, and updating procedural manuals
- Coordinate and manage court matters, including liaison with relevant parties and follow-up actions
- Prepare reports and provide updates on court matters
- Assess and process suspension requests in line with relevant legislation, policy, and procedures
- Finalise removal/cessation matters, ensuring decisions are accurate and timely
- Maintain accurate Section records using a range of relevant IT systems and applications
- Train, coach and mentor staff to support capability development and consistent decision making.

We are looking to fill this position on an ongoing basis. Future positions may be offered 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.

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 positions in the event positions become vacant.

Job specific capabilities

The right person for this role will have the following:

- High level oral and written communication skills, with the ability to convey complex information clearly and professionally
- Strong data literacy skills, including the ability to interpret, analyse, and apply information to support sound decision-making
- Well-developed judgement and decision making skills, combined with the ability to document and justify decisions in a process that usually has two or more parties to a dispute
- Demonstrated ability to understand and apply legislation and relevant case law, particularly in relation to trade marks and designs
- Demonstrated ability to quickly learn new tasks and bespoke IT system via on the job training provided in a remote setting
- Proven ability to manage competing priorities while maintaining delivery of core business activities and responding to telephone and written enquiries
- Demonstrated ability to maintain a high level of accuracy and output and to monitor timeframes and deadlines in a high-volume environment
- Demonstrated ability to work and contribute positively in a team environment
- Demonstrated ability to provide training and coaching, including in a remote setting
- Commitment to giving and receiving constructive feedback, applying feedback and following directions.

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.

Knowledge of the trade mark and/or design examination process is desirable but not essential.

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.



- **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](#)

IP Australia Capabilities: APS Level 6

This is an overview of the capability profile for the APS6 classification. You are strongly encouraged to review the full capability profile, available on our [website](#).

Capability group	Innovative Mindset				Integrated Leadership System (ILS)					
Capability name	Commits to Lifelong Learning	Data Literacy	Digital Literacy	AI Literacy	Supports Strategic Direction	Achieves Results	Supports Productive Working Relationships	Displays Personal Drive and Integrity	Communicates with Influence	Manager Specific (if applicable)
Capability descriptor	<ul style="list-style-type: none"> Curiosity and openness. Collaboration, experimentation and creativity. 	<ul style="list-style-type: none"> Data awareness. Data-informed decision making. Data communication. 	<ul style="list-style-type: none"> Digital navigation, communication and collaboration. Digital protection and safety. Technical proficiency and problem solving. 	<ul style="list-style-type: none"> Use AI appropriately and effectively. Make and own informed decisions. Protect information and privacy. 	<ul style="list-style-type: none"> Support shared purpose and direction. Think strategically and harness information and opportunities. Show judgement, intelligence and commonsense. 	<ul style="list-style-type: none"> Identify and use resources wisely. Apply and build professional expertise. Respond positively to change. Take responsibility for managing work projects to achieve results. 	<ul style="list-style-type: none"> Nurture internal and external relationships. Listen to, understand and recognise the needs of others. Value individual differences and diversity. Share learning and supports others. 	<ul style="list-style-type: none"> Demonstrate public service professionalism and probity. Engage with risk and show personal courage. Commit to action. Promote and adopt a positive and balanced approach to work. Demonstrate self-awareness and a commitment to personal development. 	<ul style="list-style-type: none"> Communicate clearly. Listen, understand and adapt to audience. Negotiate confidently. 	<ul style="list-style-type: none"> Lead to achieve optimal results in a hybrid and flexible work environment. Make ethical decisions. Anticipate and manage wellbeing and psychosocial risks. Role model cultural capability.
Capabilities in action	<ul style="list-style-type: none"> Continuously learn and apply new knowledge. Adapt to change and innovate. Show curiosity and share insights. Experiment with creative approaches. Encourage collaboration. 	<ul style="list-style-type: none"> Understand data sources, quality, and tools. Use data to identify problems and support decision-making. Communicate insights clearly through simple data storytelling. 	<ul style="list-style-type: none"> Use digital technologies effectively by keeping up with new digital trends. Collaborate respectfully and professionally online. Protect privacy and data, staying alert to cyber threats. Solve problems creatively using digital tools. 	<ul style="list-style-type: none"> Know when and how to use AI appropriately. Critically evaluate AI outputs and check for bias or error. Use AI ethically, protecting data privacy. 	<ul style="list-style-type: none"> Understand and support the agency's vision, mission, and goals. Think ahead and use good judgment. Focus on results that contribute to broader objectives – even if you're not setting the strategy. 	<ul style="list-style-type: none"> Deliver tasks and projects by focusing on outcomes. Take ownership, stay proactive and resilient. Use resources wisely to achieve quality results. 	<ul style="list-style-type: none"> Collaborate and involve others to achieve results. Recognise contributions and value different perspectives. Share information openly. Foster learning opportunities. Delegate effectively. 	<ul style="list-style-type: none"> Show motivation, resilience, and integrity by pursuing goals proactively. Stay focused under pressure. Act with honesty and professionalism. Learn from mistakes. Manage emotions effectively. 	<ul style="list-style-type: none"> Foster understanding and guide others by communicating clearly. Listen actively to understand different perspectives. Adapt your message to ensure ideas are heard, valued, and drive action. 	<ul style="list-style-type: none"> Lead effectively in a hybrid and flexible environment. Set clear goals and ensure accountability. Make transparent, ethical decisions aligned with agency values.