



Message from the Acting Director General

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 rely on an innovation ecosystem that is modern, effective and efficient. Our work helps ensure Australia remains resilient and internationally competitive.

Innovation and a strong commitment to customer service excellence underpin everything we do. We harness data and technology, including artificial intelligence, to continually improve the quality, accessibility and impact of our services. We embrace change, seek new ways of working, and remain curious and open to feedback — including through initiatives such as our in house innovation lab, IPA Ventures.

Our people are at the heart of our success. We are a high performing agency that invests in capability building, meaningful career pathways and strong, values driven leadership.

We foster a positive, inclusive culture where everyone feels respected, supported and able to do their best work.

Our People Strategy and Diversity and Inclusion Strategy guide how we work together and set clear expectations for behaviour, leadership and accountability across the organisation.

We also recognise the importance of balancing work with life outside of it. IP Australia offers a genuinely hybrid and flexible workplace, supporting wellbeing while enabling agility, collaboration and high performance.

By protecting ideas and rewarding creativity, our work supports Australia's economic prosperity and encourage innovation that benefits the wider community.

I encourage you to explore the opportunities at IP Australia and consider joining us.

Margaret Tregurtha
Acting Director General
IP Australia





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Text version of the picture on the front page

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Margaret Tregurtha
Acting Director-General
IP Australia

Candidate Kit

Position Title:	MIPO Corporate Support Officer
Classification:	APS Level 6
Employment status:	Non-ongoing for a period of up to 6 months
Number of vacancies:	One
Employment type:	Full-time
Salary:	\$99,734 – \$112,049 + 15.4% employer super contribution (pro-rated for part-time)
Section:	Property & Services
Group:	Finance and People Services
Location:	Melbourne on Naarm
Security Classification:	BASELINE
Contact officer	Blake Nicholas 03 9935 9649 blake.nicholas@ipaustalia.gov.au

Group Responsibilities

The Finance and People Services Group deliver a broad range of services to the staff and leaders of the agency to enable the effective and efficient operations of the organisation.

We support the agency by:

- Financial establishing and monitoring the agency's environment, including financial planning, budgeting, revenue forecasting and modelling
- Planning for the agency's strategic and operational goals and supporting the Executive with data, evidence and analysis of our performance
- Maintain and continuously improve environmental management systems to ensure products and services meet quality objectives, regulatory obligations, and stakeholder expectations.
- Manage and maintain business facilities to support safe, secure, and effective operations, with a strong focus on workplace amenity, physical security, and personnel security requirements.
- Provide procurement and contract management advice and support, alongside workforce planning, insights, and reporting

Section Responsibilities

The Property and Services Section is responsible for coordinating and managing all aspects of Property and Facilities Management across all locations for IP Australia, and the management of a variety of other services utilised by IP Australia. Our key activities include:

- Manage the contractual arrangements and performance of the appointed Property Service Provider (PSP)
- Oversee all facilities management including PSP downstream contractors
- Management of building leases and MOU's
- Management of sub tenant and license arrangements including onsite childcare centre, cafe and other Government Agencies
- Management of furniture asset purchases and disposals
- Manage major and minor property related capital project works
- Contribute to IP Australia's Emergency Management Plan and Response, and oversee management of the Emergency Planning Committee
- Manage IP Australia's Environmental Management System and coordinate actions and contribute to meeting targets in IP Australia's Emissions Reduction Plan as part of the APS Net Zero by 2030 requirements.
- Manage contractual arrangements for mail services, stationery, and consumables.
- Contribute to accommodation planning.

Our Opportunity

Please note that this role requires you to be on site at the Melbourne IP Office (MIPO) during your work hours.

The MIPO Corporate Support Officer provides support and assistance to the Assistant Director of Property and Services in the operation of MIPO. This role requires an approachable and service driven person who works under limited direction and can exercise reasonable autonomy and accountability within their scope of duties.

This position is primarily responsible for coordination of corporate support services within MPIO. We are looking for someone with strong communication and administration skills and demonstrated experience in positive stakeholder engagement. An understanding of facilities management is desirable but not essential. The successful applicant will have the ability to quickly gain knowledge relating to the diverse aspects of the role.

The MIPO Corporate Support Officer role aids with the following functions and activities:

- Facilities maintenance and property compliance
- Work Health and Safety
- Emergency coordination (first aid and warden coverage) and Emergency Response
- Learning & Development (Inducting new starters)
- Office management (landlord services liaison, office access, Security passes and car parking)
- IT support and maintenance
- Procurement
- Records Management and
- Mail/freight distribution services.

The job specific duties include:

- Support the Assistant Director in the management of building issues and compliance, service delivery, performance monitoring, and any other areas of oversight deemed necessary to assist in the management of the MIPO site
- Provide general administrative support at MIPO and undertake asset management activities
- Assist with arrangements for new MIPO-based employees
- Ensure the supply of stores, support materials, and services necessary to maintain the efficient and effective operation of MIPO
- Maintain information resources, including procedures, processes, and reference documents, ensuring they are current, fit for purpose, and stored in line with IP Australia current protocols and records management policy
- Provide support for events and meetings at MIPO, including calendar management, room setup, and catering
- Support staff with IT and AV issues and escalate matters to IT Support, as required
- Promote a 'service and operational excellence' focused culture through action and communication
- Proactively resolve issues and escalate more sensitive or difficult issues through defined processes
- Demonstrate attitudes and behaviours responsive to workplace change, including participation in change initiatives and encouragement of others to contribute to successful outcomes
- Improve organisational performance through effective engagement with and management of risk within the relevant sphere of influence
- Represent the immediate business area in a professional manner and demonstrate behaviours as identified in the IP Australia Capability Framework and APS Code of Conduct at all times
- Contribute to team planning activities.

We are looking to fill this position on a non-ongoing basis for a period of up to 6 months with the possibility of extension. Future positions may be offered on a 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 anyone rated suitable will be placed into a merit pool. This means we won't offer you a role now, but we might if one becomes available later. The merit pool will be valid for 18 months from the date of advertising and we can offer future roles on a temporary basis.

Job specific capabilities

The job specific capabilities include:

- Ability to manage competing priorities
- Ability to positively adapt and respond to a changing environment
- Excellent interpersonal skills, including the ability to build and maintain effective internal and external relationships across a variety of stakeholders, to achieve positive outcomes
- The ability to research, identify, and collaborate to implement improvement initiatives
- Excellent written and verbal communications skills, including the ability to prepare briefings and correspondence for internal and external audiences
- Understanding of, or the ability to quickly acquire the knowledge of the WHS Act, PGPA Act, Commonwealth Procurement Rules, RMG 500 and any other legislation associated with core duties.

Please note: 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.

Capability framework

At IP Australia, we have a [Capability framework](#) that provides a consistent approach to support recruitment, learning and development, performance development, and workforce planning. We have adopted the Integrated Leadership System (ILS) within our framework to align to the wider Australian Public Service (APS).

At the core of the framework is an innovative learning mindset – embracing experimentation, managing risk, and adapting to change and technology. This mindset fosters continuous growth, driven by curiosity, adaptability, openness, and resilience.

It is expected that all IP Australia employees:

- 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
- look for appropriate opportunities to do things differently and be willing to embrace innovation and change
- embrace opportunities to interact with transformation – data, digital and artificial intelligence (AI) – and understand your obligations to uphold data integrity and support data governance embrace lifelong learning and knowledge sharing.

If you are applying for a role that has manager responsibilities, you are expected to:

- instil a culture of lifelong learning and knowledge sharing
- lead your team to understand their obligations in dealing with data, digital and AI tools
- anticipate and prepare for impact of innovation and change and align innovation activities to strategic objectives.

There is a summary page for the classification of this vacancy at the end of this candidate kit. The full document is available on our website and helps you understand what is expected for your role. You should also use the capabilities to assist you prepare your application response.

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. We do not accept emailed applications. If you have difficulties using IP Hire, please contact the Recruitment team on 02 6283 2567.

When you apply, you will be asked to complete the online application form and include:

- A current CV detailing recent employment history which is relevant to the advertised position.
- The name and contact details of two referees.
- Your response to the three application questions below. The questions must provide examples to demonstrate your skills and experience. Maximum word limit for each question is 300 words.

Question 1: Describe a time when you managed multiple competing priorities while delivering administrative or operational support services. How did you organise your workload, respond to changing demands, and ensure quality outcomes were achieved?

Question 2: Provide an example of a time when you worked with a range of stakeholders to resolve an issue or improve a service. What was your role, how did you build effective relationships, and what was the outcome?

Question 3: Describe a time when you identified an opportunity to improve a process, procedure, or workplace practice. How did you research the issue, implement the improvement, and ensure it met relevant business or compliance requirements?

Most communication you receive during the recruitment process will be via email, so avoid using a work email if you're going on leave, as we can't change the process if you don't receive emails.

How you will be assessed

IP Australia use competitive merit-based recruitment processes. You might hear recruitment in the APS being talked about as 'merit-based'. This refers to the rules we follow during a recruitment process and means candidates are assessed based on the specific skills and duties of the job, so make sure you focus on these.

In addition to assessing to see if you have the required skills and duties, we also look at how well you can meet the capabilities required for this classification. The capabilities we look for are provided on the last page of this document.

You will be assessed using a range of methods which will likely include reviewing your application and resume, joining us for an interview, and confirming your details with your referee/s. You can request adjustments to assist with one or all of these methods.

AI in recruitment at IP Australia

We are embracing the use of Artificial Intelligence (AI) at IP Australia and exploring the benefits it can offer. Our usage of AI in recruitment processes, and broadly across the agency, will always be ethical, responsible, transparent and explainable.

Our use of AI

Some of the ways we use AI in our recruitment processes include:

- polishing and refining advertising materials
- assisting in the development of assessment activities
- transcribing recorded virtual interviews, where candidates have been informed, to support accurate and consistent preparation of selection reports.

While AI helps us improve efficiency, it's important to know that it will never make decisions about your suitability for a role.

Our recruitment processes comply with the *Privacy Act 1988*, and your personal information will not be entered into AI systems. Panel members also receive training to understand risks such as bias and lack of transparency, and how to use AI responsibly and ethically.

Your use of AI

You're welcome to use AI tools to help refine and polish your written application. However, for later stages of the process, such as interviews or assessment activities, we ask that you complete these on your own. This helps us understand your unique skills and capabilities for the role.

Our recruitment process is designed to give everyone a fair opportunity to demonstrate their strengths. If AI is used in ways that misrepresent your abilities, it could affect the outcome of your application.

Please note – this does not include the use of assistive technologies such as JAWS

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 Team).

A member of either the Recruitment 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.



Working at 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.

The Corporate Support Officer role is primarily office-based because it is responsible for providing direct, timely, and coordinated support to staff, visitors, and business operations that require a consistent physical presence in the Melbourne IP Australia Office (MIPO). The position involves coordinating office facilities, supporting meetings and events, receiving and distributing mail and deliveries, and responding to immediate operational issues that cannot always be addressed remotely. Maintaining an on-site presence also enables effective collaboration with staff and stakeholders, ensures continuity of service, and supports a responsive and professional workplace environment. As these core duties are intrinsically linked to the physical office and require regular face-to-face engagement, the role is not suited to a flexible work arrangement on an ongoing basis.



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	- Curiosity and openness. - Collaboration, experimentation and creativity.	- Data awareness. - Data-informed decision making. - Data communication.	- Digital navigation, communication and collaboration. - Digital protection and safety. - Technical proficiency and problem solving.	- Use AI appropriately and effectively. - Make and own informed decisions. - Protect information and privacy.	- Support shared purpose and direction. - Think strategically and harness information and opportunities. - Show judgement, intelligence and commonsense.	- Identify and use resources wisely. - Apply and build professional expertise. - Respond positively to change. - Take responsibility for managing work projects to achieve results.	- Nurture internal and external relationships. - Listen to, understand and recognise the needs of others. - Value individual differences and diversity. - Share learning and supports others.	- 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.	- Communicate clearly. - Listen, understand and adapt to audience. - Negotiate confidently.	- 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	- Continuously learn and apply new knowledge. - Adapt to change and innovate. - Show curiosity and share insights. - Experiment with creative approaches. - Encourage collaboration.	- Understand data sources, quality, and tools. - Use data to identify problems and support decision-making. - Communicate insights clearly through simple data storytelling.	- 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.	- Know when and how to use AI appropriately. - Critically evaluate AI outputs and check for bias or error. - Use AI ethically, protecting data privacy.	- 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.	- Deliver tasks and projects by focusing on outcomes. - Take ownership, stay proactive and resilient. - Use resources wisely to achieve quality results.	- Collaborate and involve others to achieve results. - Recognise contributions and value different perspectives. - Share information openly. - Foster learning opportunities. - Delegate effectively.	- Show motivation, resilience, and integrity by pursuing goals proactively. - Stay focused under pressure. - Act with honesty and professionalism. - Learn from mistakes. - Manage emotions effectively.	- 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.	- Lead effectively in a hybrid and flexible environment. - Set clear goals and ensure accountability. - Make transparent, ethical decisions aligned with agency values.