Australian Government
IP Australia

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## 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



# Message from the Acting Director General

*Text version of the picture on the front page*

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**Margaret Tregurtha**
Acting Director-General
IP Australia

# Candidate Kit

| | |
|---|---|
| **Position Title:** | Delivery Lead |
| **Classification:** | Executive Level 1 |
| **Supervisory/Management** | Yes |
| **Employment status:** | Ongoing |
| **Number of vacancies:** | One |
| **Employment type:** | Full-time |
| **Salary:** | $123,808 – $139,346 + 15.4% employer super contribution (pro-rated for part-time) |
| **Section:** | Business Delivery Services |
| **Group:** | Data and Technology |
| **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** | Nick Whennan<br>0262832851<br>Nicholas.Whennan@ipaustralia.gov.au |

# Group Responsibilities

The Data and Technology Group (DTG) is driven by the IP Rights ecosystem. We work across many digital, technology and business domains to deliver ICT services and products to IP Australia, customers, stakeholders and ultimately the Australian public. DTG works across the agency to assure our people have fit for purpose tools, products and services to meet our commitments to the Australian Government.

In collaboration with our stakeholders, we make decisions on information, data, investments, risks and IT security as they apply to our current and future capability.

Our core focus is enabling the reliable and efficient administration of IP Rights through resilient and secure technology systems and platforms. We work across the agency to ensure our technology, products and services support the delivery of current and future business capability. Our aim is to improve the delivery and quality of experience for our DTG staff, customers and our people.

# Section Responsibilities

Business Delivery Services (BDS) section comprises four cross-functional teams in support of business and enterprise facing platforms. Our teams deliver support, development, maintenance, continuous improvement and assurance functions across a variety of Products/Platforms, in addition to enabling and artificial intelligence systems more broadly across the Enterprise and IP Rights Administration ecosystem. We manage numerous technologies, platforms and projects, supporting Senior Responsible Officers (SRO's), Product/Platform owners and Delivery Managers in support of agreed business outcomes.

The section is responsible for:

- Delivering development, maintenance & support, and continuous improvement of technical software components required to achieve business outcomes.
- Support of our key IP Rights administration systems and business applications: including RIO-PEGA Patents/Trade Marks/Designs, PAMS, Microsoft Power Platforms ARMS/PBR/QP Portal, Search and Publications, SNOW Enterprise Services Portal, and our Smartcomms internal/external forms.
- Overseeing Major Project and Continuous Improvement (CI) initiatives.
- Partnering with IP Right stakeholders on the development and support of systems through the digital lifecycle, including system conception, design, build, development, support, continuous improvement and ultimately decommissioning.
- Managing the Change and Release process to assure and move capability into production.
- Quality Assurance and testing services (manual and automated test).
- Prototyping, delivery, transition, support, and continuous improvement of Artificial Intelligence augmentation, automation and efficiency capabilities.

Patents, Trade Marks and Designs (PTMD) platforms team provides production support, maintenance, sustainment and continuous improvement services for core IP Rights business systems and platforms. Operating in a product-led, agile delivery model, the team works closely with Product Owners, business stakeholders and technical specialists to deliver business outcomes and enhance user experiences. The Designs Business Support team plays a key role in shaping user-centred, accessible and effective solutions by translating business and user needs into practical service and product designs that support the ongoing evolution of IP Rights capabilities.

## Our Opportunity

As the Delivery Lead for the Designs Business Support team, you will play a key role in supporting the operation, sustainment and continuous improvement of the RIO Designs product and platform teams. Working within a multidisciplinary team of Business Analysts, Developers, Product SMEs and Product Owners, you will use enterprise tools such as ServiceNow, Jira, Teams and email to organise and prioritise incoming work, manage production issues and incidents, and coordinate their timely resolution.

You will act as the first point of contact for incoming work affecting the RIO Designs product and platform teams, working closely with business and technical stakeholders to balance operational priorities and delivery outcomes.

The role also supports the IP Rights Platform Manager in the day-to-day leadership of the team, including reporting, recruitment, performance management, procurement, contract management, workforce planning and other people leadership responsibilities, helping ensure the team remains responsive to business needs and delivery priorities.

Day-to-day duties of the Delivery Lead include:

- monitor support channels, including ServiceNow, Jira, Teams, inboxes and support chats, for incoming work affecting the RIO Designs product and platform teams
- triage issues, incidents and service requests, coordinate resolution activities across technical and business teams, and escalate significant matters where required
- act as the first point of contact for incoming work, ensuring priorities are managed effectively and work is progressed in line with business and delivery objectives
- liaise with Product Owners, business stakeholders and technical teams to plan and deliver BAU, continuous improvement, maintenance activities and major projects within agreed timeframes
- coordinate testing, validation and implementation activities to support the delivery of platform enhancements, fixes and releases
- undertake administrative and operational activities, including reporting, work status updates, resource coordination and responding to requests for information
- lead, inspire, coach, develop and support staff and contractors, including recruitment, performance management, development, leave management and workforce planning
- contribute to the continuous improvement, stability and effective operation of the RIO Designs product and platform teams.

We are looking to fill this position on an ongoing basis. 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 permanently or on a temporary basis.

## Job specific capabilities

The following qualifications and experience are desirable for this role:

- Qualifications or certifications in Agile Delivery, Service Management or a related discipline
- Experience leading multidisciplinary teams in a product, platform, technology or business support environment
- Familiarity with cloud-based and enterprise platforms, software delivery practices, and technologies such as Pega Cloud (Infinity '25 or '26), AWS services (including S3 and databases), or similar cloud-hosted business applications
- Strong Finance, Procurement and Contract Management experience
- Demonstrated experience leading online case management platforms or services similar to Pega
- Knowledge of Intellectual Property Rights administration, and/or government service delivery, or comparable regulatory and administrative environments
- ITIL Foundation certification (or equivalent experience) and demonstrated experience using enterprise service and work management tools such as ServiceNow, Jira, Azure DevOps or similar platforms to support incident management, operational support, service delivery, continuous improvement and stakeholder engagement.

## How to apply

Applications must be submitted through the relevant job listing on IP Australia's Career Page. To apply for this role, you will be required to complete an online application form, as we do not accept emailed applications.

As part of your application, you will be asked to provide:

- Your response to each application question below in 300 words or less. When drafting your response make sure you use practical examples to demonstrate your capability and experience relevant to the role requirements. Please note, you will be asked to upload your responses as a singular attachment.
- A current CV outlining your relevant employment history and experience.
- The names and contact details of two referees (preferably including your current manager).

**Question 1:**
What interests you about the Delivery Lead role within the Designs Business Support team, and how would your experience help you support the operation, sustainment and continuous improvement of RIO Designs products and platforms?

**Question 2:**
Describe a time when you had to quickly develop an understanding of a new business process, technology platform or operating environment. How did you approach learning the subject matter, and how did you apply that knowledge to deliver a successful outcome?

**Question 3:**
Describe your experience using enterprise work and service management tools such as ServiceNow, Jira, Azure DevOps, Teams or similar platforms to manage incoming work, production incidents and service requests. How did you triage the work, coordinate its resolution and communicate progress to business and technical stakeholders?

**Question 4:**
Provide an example of how you have led a multidisciplinary team that included roles such as Business Analysts, Developers, Product SMEs, Product Owners, employees or contractors. How did you set expectations, manage performance and development, allocate resources and maintain delivery during periods of competing demand?

To help ensure you receive important updates throughout the recruitment process, please make sure the email address used in your application is up to date and monitored regularly, as most communication will be sent via email. As applications are managed through our recruitment system, we are unfortunately unable to update contact details once an application has been submitted.

If you have difficulties navigating the online application form, please contact the Recruitment team on 02 6283 2567.

## 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 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.

There is a helpful document called Cracking the Code which provides information about recruitment processes and how to apply: https://www.apsc.gov.au/sites/default/files/2020-12/cracking_the_code.pdf

## 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.

## 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.

recruit ABILITY
employers embracing disability

## 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.

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) and a shared hub in Sydney (Gadigal Country) 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.







## 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

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# IP Australia Capabilities: Executive Level 1

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This is an overview of the capability profile for the EL1 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.<br>• Collaboration, experimentation and creativity. | • Data awareness.<br>• Data-informed decision making.<br>• Data communication. | • Digital navigation, communication and collaboration.<br>• Digital protection and safety.<br>• Technical proficiency and problem solving. | • Use AI appropriately and effectively.<br>• Make and own informed decisions.<br>• Protect information and privacy. | • Inspire a sense of purpose.<br>• Focus strategically.<br>• Harness information and opportunities.<br>• Show judgement, intelligence and commonsense. | • Identify and use resources wisely.<br>• Apply and build professional expertise.<br>• Respond positively to change.<br>• Take responsibility for managing work projects to achieve results. | • Nurture internal and external relationships.<br>• Listen to, understand and recognise the needs of others.<br>• Value individual differences and diversity.<br>• Share learning and support others. | • Demonstrate public service professionalism and probity.<br>• Engage with risk and show personal courage.<br>• Commit to action.<br>• Promote and adopt a positive and balanced approach to work.<br>• Demonstrate self-awareness and a commitment to personal development. | • Communicate clearly.<br>• Listen, understand and adapt to audience.<br>• Negotiate confidently. | • Lead to achieve optimal results in a hybrid and flexible work environment.<br>• Make ethical decisions.<br>• Anticipate and manage wellbeing and psychosocial risks.<br>• Role model cultural capability. |
| **Capabilities in action** | • Continuously learn and apply new knowledge.<br>• Adapt to change and innovate.<br>• Show curiosity and share insights.<br>• Experiment with creative approaches.<br>• Encourage collaboration. | • Understand data sources, quality, and tools.<br>• Use data to identify problems and support decision-making.<br>• Communicate insights clearly through simple data storytelling. | • Use digital technologies effectively by keeping up with new digital trends.<br>• Collaborate respectfully and professionally online.<br>• Protect privacy and data, staying alert to cyber threats.<br>• Solve problems creatively using digital tools. | • Know when and how to use AI appropriately.<br>• Critically evaluate AI outputs and check for bias or error.<br>• Use AI ethically, protecting data privacy. | • Provide context to help your team understand the bigger picture.<br>• Make sound, practical decisions under pressure.<br>• Keep solutions simple and outcomes focused. | • Explain decisions clearly and align work with shared goals.<br>• Anticipate risks and consider long-term impacts.<br>• Connect actions to future outcomes.<br>• Ensure projects are completed successfully with intended results delivered. | • Build strong connections by understanding others' needs.<br>• Embrace diversity and create inclusive environments.<br>• Share knowledge, mentor colleagues, and help others succeed. | • Uphold ethical standards with honesty and accountability.<br>• Take decisive action while managing risk.<br>• Reflect on performance and seek feedback for continuous improvement. | • Communicate clearly to build mutual understanding.<br>• Respect and adapt to different perspectives.<br>• Communicate ideas so they are heard and acted upon. | • Lead in hybrid and flexible environments.<br>• Set clear goals and expectations.<br>• Ensure accountability and deliver results.<br>• Make transparent, ethical decisions that align with agency values. |