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



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Text version of the picture on the front page

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Acting Director-General
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Candidate Kit

Position Title:	Customer Operations Specialist
Classification:	APS Level 5
Supervisory/Management	No
Employment status:	Ongoing
Number of vacancies:	One
Employment type:	Full-time
Salary:	$90,321 – $96,829 + 15.4% employer super contribution (pro-rated for part-time)
Section:	IP Rights Administration
Group:	Customer Experience
Location:	Canberra on Ngunnawal Country
Security Classification:	Not Required
Contact officer	John Deeves 0262832629 john.deeves@ipaustralia.gov.au

Group Responsibilities

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

The IP Rights Administration section is responsible for the administrative actions that support the delivery of intellectual property rights including:

- Receiving, processing and publishing new Patent, Trade Mark, Design and Plant Breeder's Rights applications.
- Classifying incoming customer requests including allocating fees.
- Processing service requests relating to applications and granted/registered IP Rights.
- Supporting the management of disputes and opposition proceedings.
- Managing a substantial electronic and physical library collection and providing procurement, document delivery and literature searches to the organisation.
- Second level customer support to the Call Centre and managing resolution of complex customer enquiries.
- Providing advice and subject matter expertise to policy areas and other business projects.

Our Opportunity

Customer Operations Specialists play a vital role in the delivery of high performing core business and internal operations for the agency. They apply their knowledge of IP rights legislation, systems capability, process improvement and customer service delivery to resolve complex service requests and respond to complex queries. They have a strong focus on the customer, are an escalation point of contact for our customers and leave a lasting positive impression on their overall experience.

In this role, you will work collaboratively with other members of the team to achieve established quality, productivity and customer service standards. You will resolve complex problems, contribute your expertise to training others, undertake quality checks and participate in the development, testing and implementation of new systems, processes and procedures.

For example, a customer may have submitted a service request covering several issues including incomplete information and an underpayment. Your job is to identify what the customer needs to do and to communicate with them what options they may have. You may need to call the customer and follow-up with an email confirming your conversation, options and costs. In resolving this issue, you may also identify and report an improvement that can be made to our customer facing systems and/or develop a work-around if this scenario becomes more common.

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 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

To be successful in the role, we're looking for candidates who can:

- Effectively manage complex service requests and customer enquiries using a range of processing systems and communication channels
- Identify opportunities for continuous improvement to ensure high quality outcomes including involvement in user assurance testing for system improvements
- Engage with and communicate effectively with internal and external stakeholders and provide support to team members, customers and other stakeholders relating to the administration of IP rights
- Coach and provide technical training for team members
- Assist with quality assurance activities, including undertaking quality checks where appropriate
- Demonstrate attitudes and behaviours responsive to workplace change.

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 questions 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: Provide an example where you provided a professional customer service to effectively resolve a difficult customer issue. What actions did you take, which skills did you use, and what was the outcome?

Question 2: Describe how you manage competing priorities while completing work accurately and efficiently.

Question 3: Describe how you work collaboratively and constructively within a team environment. Include how you support colleagues, maintain working relationships and achieve team goals.

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.

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.





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: APS Level 5

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This is an overview of the capability profile for the APS5 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**
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.
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.