



Australian Government

Aged Care Quality and Safety Commission

Senior Operations Officer – Workforce and Capability

APS6

Full Time / Ongoing

All Commission locations

The Aged Care Quality and Safety Commission (the Commission) was formed on 1 January 2019. The role of the Commission is to protect and enhance the safety, health, wellbeing and quality of life of people receiving aged care.

The Commission is the national end-to-end regulator of aged care services and the primary point of contact for consumers and providers in relation to quality and safety. Our vision is to support a world-class aged care system driven by empowered consumers who enjoy the best possible quality of life.

We aim to build confidence and trust in aged care, empower consumers, promote best practice service provision, promote quality standards and hold providers to account for their performance against the expected standards of care. We seek to promote an aged care system that develops safer systems of care, inculcates a culture of safety and quality, and learns from mistakes, while providing the oversight that can assure the community that aged care services are operating as they should, including working on continuous improvement.

Meet some of [our people](#) and learn more about the Commission and our [Regulatory Strategy](#) on our website www.agedcarequality.gov.au

About the Role

As a Senior Operations Officer – Workforce and Capability you will be responsible for assisting in the development and implementation of workforce planning for the Compliance Management Group (CMG). You will also be responsible for building the capability of CMG by identifying gaps in current workforce and future workforce needs by working with the Learning and Development Section of the Aged Care Quality & Safety Commission. You will support the team by monitoring workloads and capacity to ensure appropriate planning and timely recruitment.

Position Duties

- Assisting with the development and monitoring of the group's workforce plan and recruitment & retention strategy
- Analysing workforce data, trends and metrics and assisting with presenting workforce planning insights and recommendations to the CMG leadership group to improve performance, address workforce challenges, identify any gaps in current workforce and future workforce needs and support business decision-making
- Identifying capability and development needs of staff and leaders within CMG and prioritising and co-ordinating relevant opportunities to build capability within CMG
- Reviewing business/team requirements for workforce planning reports and identify gaps and changes needed in existing reports. Develop new workforce planning reports and analyse and validate the data
- Manage administrative outcomes for recruitment and onboarding of staff within CMG and co-ordinating, creating and amending Induction Plans/Training.
- Coordinate and manage group operational governance.

- Co-ordinating and gathering data for responses for external enquiries

Position Eligibility Requirements

- Ability to work with competing priorities, milestones and changing priorities.
- Excellent verbal and written communication skills.
- High level of analytical and problem-solving skills.
- Demonstrated understanding of workforce and resource planning
- Commits to action, being highly proactive and takes responsibility for meeting the teams' milestones and objectives.
- Demonstrated ability to develop and maintain important relationships with external and internal stakeholders.
- Ability to effectively collaborate in a dynamic and proactive manner within a team environment, makes use of team capabilities and supports effectiveness of the team.
- Well-developed best practice research, planning and organisational skills while managing multiple projects/tasks.

Position Notes

Salary offered will be between \$89,394 - \$100,849 per annum depending on skills and experience. In addition, 15.4% superannuation will be paid.

Only candidates who hold Australian citizenship can apply. Appointment is conditional on successfully completing a national police check. For more information please visit www.apsc.gov.au/citizenship-aps

In your application please provide a statement of claims against the Eligibility Requirements in no more than **700 words**.

Merit Pool established through this selection process may be used to fill this or future Ongoing vacancies.

How to Apply?

1. Navigate to 'Current Vacancies' section of the careers page and locate the relevant job title. All documentation relating to the role and application process will be located here.
2. Click on the job title and at the bottom of the Advertisement you will be asked to create an account if you are a first-time user or to sign in to complete your application.
3. As part of your application you will be requested to complete a statement of claim and attach your Resume. Cover letter is optional
4. Click 'Apply Now' when you are ready to submit your application.

Please complete an online application form and submit to <https://www.agedcarequality.gov.au/about-us/careers/current-vacancies> by **11:59pm (AEDT)** on Monday **5 February 2024**

Only completed applications will be accepted.

Contact Officer:

Please contact our recruitment team on **(02) 9633 3262** or recruitment@agedcarequality.gov.au for assistance with accessing our website or with lodging your application. Specific questions about the role can be directed to Sharyn Faulkner by emailing Sharyn.Faulkner@agedcarequality.gov.au with Position title in the subject line.

Diversity and Inclusion

The Commission is committed to fostering a workplace with flexible work arrangements to support a diverse, respectful and inclusive culture for all staff.

The Commission recognises the richness of Aboriginal and Torres Strait Islander cultures and is committed to the implementation of our [Reconciliation Action Plan](#). The Commission values the unique knowledge and experience of Aboriginal and Torres Strait Islander employees which strengthens and supports our focus on protecting and enhancing the safety, health, wellbeing and quality of life of aged care consumers.

Further information:

For further information about the Quality Commission, office locations and other related resources, please visit <https://www.agedcarequality.gov.au>

For more information on the Australian Public Service, please visit <http://www.apsc.gov.au/publications-and-media/current-publications/cracking-the-code/factsheet-4> and <http://www.apsc.gov.au/publications-and-media/current-publications/cracking-the-code>.