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Australian Government
Australian Security
Intelligence Organisation

Candidate Information Pack

General Support Officer – AE3 (APS3 equivalent)
Branch Executive Assistant – AE4 (APS4 equivalent)

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1949–2024

ASIO

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	VAN 033 2023/2024
Title	General Support Officer / Branch Executive Assistant
Location	Canberra
Classification	AE3 (APS3 equivalent) AE4 (APS4 equivalent)
Salary Range	AE3 \$72,509 – \$79,228 (including service allowance) AE4 \$81,990 – \$87,967 (including service allowance)
Contact	Recruitment Email: careers@asio.gov.au Phone: 02 6257 4916
Closing date and time	Monday 13 May 2024 at 5:00pm AEST

The Organisation

The Australian Security Intelligence Organisation (ASIO) protects Australia and Australians from threats to their security. In a complex, challenging and changing security environment, our success is built on the imagination and intelligence of our team. ASIO's people are ordinary Australians but they do extraordinary things – they are our most important asset. To be successful in our mission, we need talented people who are highly capable, dedicated, adaptable and resilient.

We seek to reflect the diversity of the community we protect. ASIO is committed to fostering a diverse and inclusive environment, where all staff are valued and respected. We welcome applications from all eligible candidates, irrespective of gender, sexual orientation, ethnicity, religious affiliation, age or disability. Aboriginal and Torres Strait Islander Peoples are encouraged to apply. We are secretive about what we do, not what we value.

The opportunity

ASIO is seeking to fill various General Support Officer and Branch Executive Assistant positions at the AE3 (APS3) and AE4 (APS4) level.

You will be working in a pivotal role within the organisation, where you will use your strong administrative and organisational skills on a daily basis. You will provide direct support to executive officers and be a key conduit to business areas across ASIO. These roles involve working closely with all functional areas across ASIO, as well as Australian government partner agencies to ensure timely and accurate advice can be provided relating to Australia's national security.

As a General Support Officer in ASIO, you will work in various teams across the organisation to provide administrative assistance and executive support. You may be able to rotate through different teams within your branch which will provide you with further development opportunities.

As a Branch Executive Assistant in ASIO, you will provide direct support to senior officers, working in a high-tempo environment with exposure to a variety of important ASIO work and activities. You will work closely with other Executive Assistants, and be part of a supportive network.

Role responsibilities

AE3 General Support Officers:

- Provide basic administrative assistance to executive support teams and other areas within the branch.
- Rotate through different teams within the branch to provide administrative assistance as requirements change.
- Develop a thorough understanding of ASIO processes and procedures and implement these within your work.
- Undertake tasking such as record management, collating material, printing, and preparing briefing material.

AE4 Branch Executive Assistants:

- Provide administrative support to senior officers and the branch more broadly.
- Diary management including providing logistical support including room bookings, meeting invites and travel arrangements.
- Printing and collating meeting papers, meeting minutes, reports and briefs.
- Work closely and collaboratively with other executive assistants, and senior leadership more broadly.
- Monitor, track and prioritise responses to incoming and outgoing communications.

What you will bring

As an AE3 General Support Officer you will:

- Have well-developed attention to detail.
- Be committed to building a supportive and collegiate work environment.
- Be highly organised, motivated, responsive and resilient.
- Be able to make sound judgements and exercise discretion.
- Be interested in developing new skills and capabilities within a dynamic environment.
- Demonstrate a can-do attitude plus the initiative to manage the role effectively.

As an AE4 Executive Assistant you will:

- Demonstrate a strong client focus.
- Have highly developed interpersonal and communication skills.
- Demonstrate the ability to work effectively in, and across, teams.
- Have a well-developed attention to detail.
- Demonstrate the ability to make sound judgements, under supervision, on time-sensitive issues.

- Learn and build proficiency across different IT systems and software platforms.
- Deliver outcomes consistent with the Organisation's practices and values.
- Be confident meeting timeframes and managing your own workload.
- Demonstrate a can-do attitude plus the initiative and discretion to manage the role effectively.

What we offer you

ASIO provides a number of benefits to its staff including:

- A competitive salary, including a 7.5 per cent allowance for maintaining a Positive Vetting security clearance.
- Employer superannuation contributions of 15.4 per cent.
- A variety of leave options, in addition to the standard 4 weeks annual leave to ensure your work-life balance.
- Flexible working hours/arrangements to assist you to maintain your work-life balance (please note: due to our unique working environment, work from home options may not be available).
- Study assistance, including financial support and study leave for tertiary education.
- Access to 7 staff-led diversity and inclusion networks.
- Mentoring opportunities.
- Access to an Employee Assistance Program (EAP).

Eligibility

To be eligible for the role, you must be:

- An Australian citizen.
- Be assessed as suitable to hold and maintain a Positive Vetting security clearance.

ASIO is committed to fostering a diverse and inclusive environment, where all staff are valued and respected. We welcome and value applications from all eligible candidates, irrespective of gender, sexual orientation, ethnicity, religious affiliation, age or disability. Aboriginal and Torres Strait Islander peoples are encouraged to apply.

Reasonable adjustments

Please advise us if you require any additional assistance in order to fully participate in the recruitment process or the workplace.

Location

These positions are located in Canberra and applicants must be willing to relocate. Relocation assistance is provided to successful candidates where ASIO requires you to relocate.

How to apply

Click on 'Apply online' to commence your application. Your application **must** be complete and include the following:

- A written pitch of up to 500 words using examples to demonstrate how your skills and experience meet the requirements.
- An up-to-date CV, no more than two pages in length.

Closing date and time

Monday 13 May 2024 at 5.00 AEST.

No extensions will be granted and late applications will not be accepted.

The Recruitment Selection Process – what to expect

We thank all applicants for their interest in applying for the General Support Officer and Branch Executive Assistant roles. Please be advised that our selection process is rigorous and extensive.

All employment decisions and selection processes at ASIO are based on merit principles and candidates must be prepared to undergo various selection stages. The stages themselves may include; application submission, eligibility checks, online testing, skills-based assessment and panel discussion.

ASIO is committed to fostering a diverse and inclusive environment for candidates to participate within all stages of the selection process. These opportunities may include reasonable adjustment to assessment methodologies to enable full participation.

ASIO holds all employment applications in the strictest of confidence. It is essential that you do the same. Please do not discuss your application with others as doing so may adversely affect your potential employment.

We ask all applicants for their patience throughout the process. Once complete, we will notify unsuccessful candidates but will not provide feedback on any aspect of the selection process.

A merit pool may be created to fill future vacancies which has the same or similar requirements as these positions. This merit pool will valid for up to 18 months.

The Recruitment Selection Process – Timeframes

Candidates can expect the following timeframes, as a guide only, for the recruitment selection process:

- Positions advertised and applications received from April to May 2024.
- Online testing will likely commence early in June 2024.
- Assessment Centres and/or Interviews will likely run in July to August 2024.

Employment conditions

Employment is under the *Australian Security Intelligence Organisation Act 1979*. Conditions of service are similar to those applying in the Australian Public Service. We recognise entitlements accrued under the *Public Service Act 1999* and provide for continuation of superannuation under the Commonwealth schemes. Salary packaging arrangements are also available.

Enquiries

If you require further information after reading the selection documentation, please contact **ASIO Recruitment** at careers@asio.gov.au or phone **02 6257 4916**.

We thank all applicants for their interest in applying. In accordance with ASIO policy, we will notify unsuccessful candidates but will not provide feedback on any aspect of the selection process.

More information

For more information about ASIO, please visit: www.asio.gov.au.