

Candidate pack

Compliance & Investigations Officer

APS 6

\$94,658– \$106,898 plus 15.4% superannuation

Full Time/Part time/Ongoing/Non-ongoing

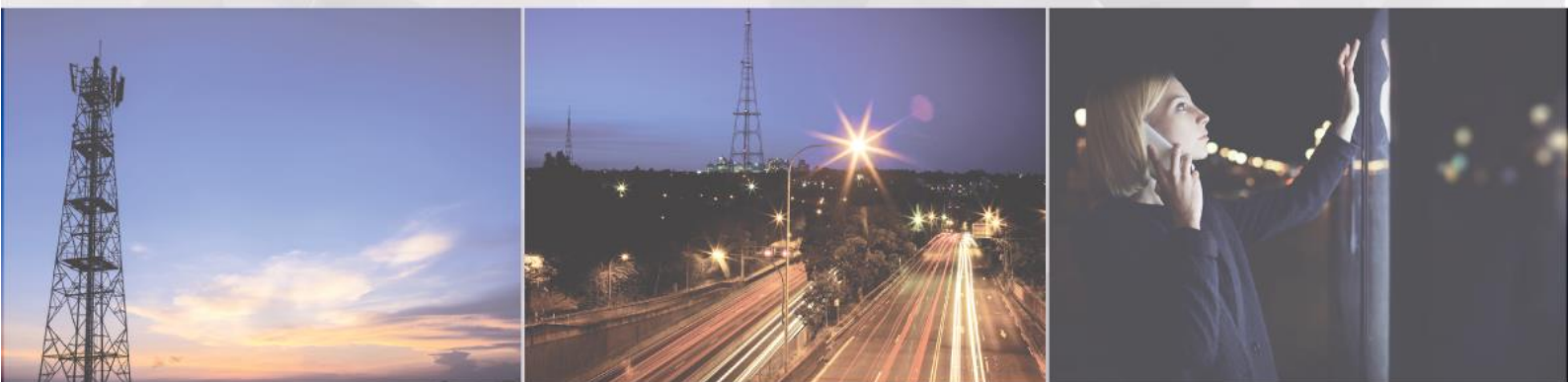
Location: Melbourne/Sydney/Canberra

Division: Communications Infrastructure Division

Reference: 1339-2025-1

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Applications close: Tuesday, 28 October 2025 at 11.29pm AEST/AEDT



About the ACMA

The Australian Communications and Media Authority (ACMA) is an independent Commonwealth statutory authority responsible for the regulation of broadcasting, radiocommunications, telecommunications and some online content.

This work underpins our vision for a connected, informed and entertained Australia.

We have a wide and varied remit that includes:

- management of the radiofrequency spectrum
- monitoring industry compliance with broadcasting content rules
- helping to protect telco consumers
- reducing scams, spam and other unsolicited communications, and
- minimising gambling harms.

We undertake this work through a range of education, investigation and enforcement activities.

We also facilitate industry innovation and performance, supporting competition and technological advancement that benefits business, the economy and the Australian community.

Any given day at the ACMA is likely to involve connection and collaboration with people in your own team and other teams, keeping on top of interesting and fast-moving topics, thinking creatively about how to solve problems and improve the way we do things, and demonstrating initiative and a 'can-do' approach. We are never too busy to offer and provide support to each other.

To find out more about the ACMA visit www.acma.gov.au

To find out more about working at the ACMA visit [Careers | ACMA](#)

Who we are

Communications Infrastructure Division

The **Communications Infrastructure Division** manages the planning and availability of radiofrequency spectrum. It manages the issue and renewal of licences for broadcasting, radiocommunications and telecommunications services, in addition to monitoring the compliance of services with technical standards and licence conditions.

Licensing and Infrastructure Safeguards Branch

The **Licensing and Infrastructure Safeguards Branch** is responsible for the issue and renewal of licences for broadcasting, radiocommunications and telecommunications services, monitoring and compliance activities for services and devices with technical standards and licence conditions. The Branch also oversees various telecommunications



infrastructure matters, including technical regulation, carrier licensing, submarine cable and carrier infrastructure deployment arrangements.

About the role

We are looking to fill two APS 6 roles which offer the opportunity to work in the **Monitoring & Compliance section** of the Licensing and Infrastructure Safeguards Branch

This is an exciting opportunity to work in a multidisciplinary branch engaging directly with industry and end-users of communications services to manage the risk of spectrum interference and other harms to the Australian community.

Monitoring & Compliance section

Working in the Monitoring and Compliance Section you will investigate the risk of spectrum interference and other harms to the Australian community. Work to support community safeguards in relation to radiocommunications and telecommunications services and devices with technical standards and licence conditions. The Monitoring and Compliance section also has responsibility for the operation and management of ACMA's radiofrequency spectrum monitoring network. We play a key role in the development and delivery of the ACMA's compliance priority programs which target key areas which can cause harm or have a negative impact on the community for improved industry compliance.

In this role you will:

- undertake investigative activities including, complaints triage, gather and analyse evidence, use of statutory powers such as compulsory notices and warrants, and pursue escalated compliance and enforcement outcomes including remedial directions, infringement notices, civil penalty proceedings and CDPP referral;
- preparation of advice, investigation reports, briefings, standard operating procedures and other materials ;
- undertake desktop and/or field audit activities;
- manage own workload, with limited supervision and show resilience to achieve team objectives, including competing priorities; and
- contribute to the development of team objectives for short-term tasks and strategic planning for longer-term initiatives.

Our ideal candidate

If you are someone who pursues opportunities to apply your knowledge and skills and wants to support public confidence in communications and media services through safeguards, information and advice we want to hear from you.

Ideal candidates for these roles have skills and experience in one or more of the following areas:

- Investigation management - Establishing clear plans with specific activities and timeframes for implementation.
- Communication skills – High level written and verbal communication skills, including the ability to effectively develop and contribute to briefs, reports, and other written communications.



- Legislative interpretation - Experience working within legislation or regulatory frameworks and applying legislation to inform the interpretation of evidence and provision of information to stakeholders.
- Stakeholder management - Able to negotiate, communicate, and build relationships with a diverse range of stakeholders in the community and industry in a complex, dynamic regulatory environment.
- Technical expertise - A technical background or knowledge, for example, in radiocommunications, telecommunications, electronics or IT networks and systems is desirable but not mandatory.
- Investigations - Experience in the conduct of investigations or regulatory programs and demonstrated ability to analyse data and evidence to inform investigations and regulatory outcomes.

People who enjoy working in a collaborative environment, adapt quickly to changing priorities and show initiative in developing and managing their work program will thrive in these roles.

What can you expect from us?

ACMA offers a dynamic and interesting working environment where you will be working with great people who are dedicated to providing effective communication and media services to the community.

We are a values-driven culture where you can be purposeful, curious and questioning, and collaborative, allowing you to keep being you. Through our commitment to these values, we maintain a fulfilling and supportive environment that promotes the wellbeing of our people.

We invest in our people and want to support you to do your best work every day, so you will have access to learning and development programs, flexible working arrangements, competitive employment conditions and a safe and open office environment.

Other benefits include:

- competitive salaries increasing yearly, refer to the [ACMA Enterprise Agreement](#), plus superannuation contributions of 15.4%. Potential salary matching for the right applicants
- generous leave provisions including 4 weeks annual leave each year (pro rata for part-time employees) with the option to purchase additional leave, paid office shutdown period between Christmas and New Year's Eve, 20 days personal leave each year (pro rata for part-time employees), up to 18 weeks paid parental leave as well as cultural leave
- access to salary packaging.

Eligibility

To be eligible for employment with the ACMA, applicants must be Australian citizens.

The successful applicant must be able to obtain and maintain a **Baseline clearance** or hold a current security clearance of an appropriate level. More information on the security clearance vetting process is available on the [Australian Government Security Vetting Agency \(AGSVA\)](#) website.



Successful applicants are required to satisfy an employment screening process which includes demonstrating Australian citizenship, satisfactory completion of security and integrity checks and successful completion of a medical assessment.

Roles may be offered in Melbourne, Canberra or Sydney depending on the candidate's skills and experience.

Suitable candidates may be placed in a merit pool and the pool may be used to fill similar roles in various locations. Non-ongoing vacancies filled from a merit pool may be offered as a specified term. Applicants may have their application and assessment results shared with other Australian Public Service (APS) agencies looking to fill similar roles.



RecruitAbility

All of our roles are advertised under the RecruitAbility scheme which is aimed at attracting and developing applicants with disability and also facilitating cultural changes in selection panels and agency recruitment.

Job applicants can be advanced to the next stage of the selection process where they:

- opt into the scheme
- declare they have a disability, and
- meet the minimum requirements of the advertised vacancy.

More information can be found at [RecruitAbility scheme: A guide for applicants | Australian Public Service Commission \(apsc.gov.au\)](https://apsc.gov.au/recruitability).

Integrity

The Australian Public Service (APS) has a unique and privileged role in serving the Australian community. APS employees support the development and delivery of policies, services, regulation, and initiatives that affect the lives of all Australians. APS employees are trusted to act in the best interest of the Australian community. The integrity of the APS - its employees, systems, and practices - is fundamental to maintaining this trust.

The ACMA expects all staff to promote, model and uphold the APS and ACMA Values, and be committed to public service integrity. Integrity at the ACMA is based on a foundation of robust, transparent, honest, and ethical behaviour and decision-making.

In our role as a regulator and independent Commonwealth statutory authority, it is critical that we employ and model a pro-integrity culture in every aspect of everything we do, both internally and externally.

How to apply

If you think your skills and abilities match the requirements of the job and this sounds like the opportunity you are looking for, we want to hear from you.

Our [online careers portal](#) will guide you through the application and submission process.

Your application will need to include:

- your resume of no more than two to four pages, and include:
 - your full name, contact email and mobile number
 - details of any relevant education and qualifications
 - work experience starting with your most recent employment, including responsibilities and achievements. Indicate dates and explain any gaps in time
 - other relevant experience.



- the contact details of two referees, including your current supervisor.
- a 750-word cover letter outlining how your skills, knowledge, qualifications and experience make you the best person for the job.

Tell us why you are the right person for the position. We want to know:

- why you want to work in this role
- how your skills, experience and qualifications can benefit us
 - try not to duplicate information in your resume but highlight specific examples or achievements that will demonstrate your ability to perform the role.
 - you may like to structure your examples using the problem, action, result (PAR) method:
 - **Problem (situation/issue):** Describe a specific problem, situation or issue that occurred where you had the chance to demonstrate your skills
 - **Action:** Outline the action you took to address or resolve the problem
 - **Result:** Detail the outcome of your actions, including what you learned, what you might do differently, and how the result impacted your organisation or team
 - you do not need to use a different example for each of the skills required in this role, you could use one example that covers several of the skills we seek.

Privacy statement

The Australian Communication and Media Authority (ACMA) and the Office of the Australian eSafety Commissioner (eSafety) comply with the *Privacy Act 1988* (the Act).

The ACMA and eSafety comply with the Act in the collection, handling, use and disclosure of personal information. The personal information we receive in the application process is collected to assist us to determine your suitability for selection for an advertised vacancy and will not be disclosed for other purposes unless we have your informed consent or we are otherwise permitted or required to disclose that information by law. Recruitment details, including resumes, can only be accessed by the candidate or by ACMA or eSafety staff or contractors in relation to the relevant recruitment and selection activity. For example, only the recruitment officers, professional scribe, selection committee members and designated administrative staff who are conducting the selection process can access your recruitment details. Selection committee members can only access data relating to the recruitment action they are currently processing. At times the ACMA or eSafety may engage a professional recruitment agency or other APS employees external to the agency to assist in the recruitment process. These members can only access the information as part of the recruitment process.

In some cases, an Order of Merit or Merit Pool may be created and used to fill similar roles at the ACMA or eSafety or other Australian Public Service (APS) agencies within 18 months from when the original vacancy was advertised. If placed on an Order of Merit or Merit Pool, and with your consent, your personal information may be shared within the ACMA or eSafety or another APS Agency looking to fill a similar vacancy.

Click here to view the ACMA's Privacy Policy: [Privacy policy | ACMA](#)

Click here to view the eSafety Commissioner's Privacy Policy: [Privacy | eSafety Commissioner](#)

