

Candidate pack

Assistant Manager - Compliance and Enforcement (multiple roles)

Executive Level 1

\$121,755 - \$134,116 plus 15.4% superannuation

Full time, part time, Ongoing, Non-Ongoing

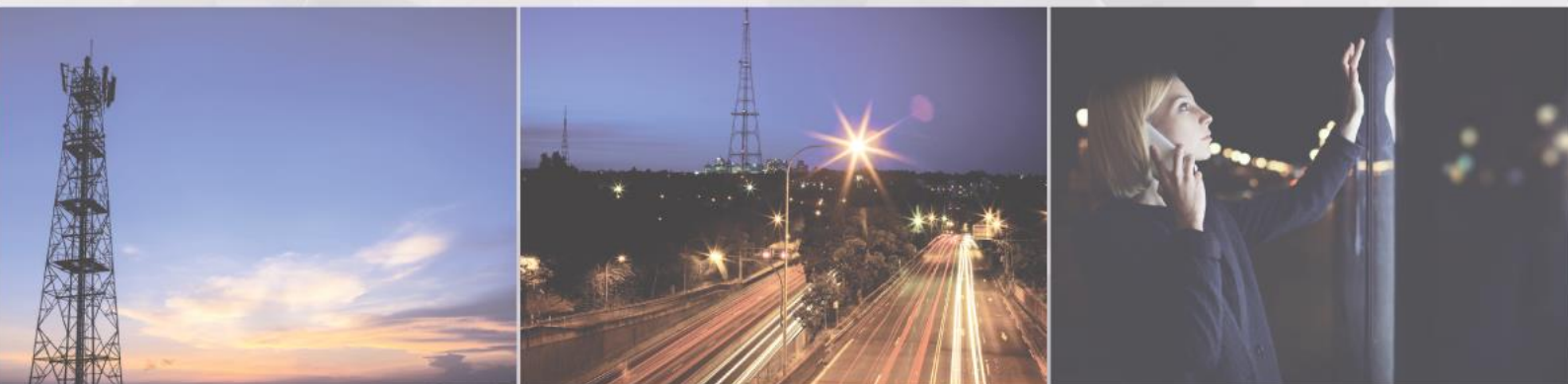
Location: Canberra, Melbourne, Sydney

Division: Consumer

Reference: 1838-2026-1

Contact for information: Bronwen Jennings
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Applications close: Sunday, 4 October 2026 at 11.59pm AEST



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.

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

The **Consumer Division** manages policy, compliance and enforcement matters relating to telecommunications consumer safeguards, telephone numbering, unsolicited communications, including enforcing Australia's spam and telemarketing laws and scam reduction activities.

The **Telecommunications Safeguards and Numbers Branch** has three sections: Telecommunications Compliance & Enforcement; Telecommunications Performance & Regulation; and Numbering Policy and Regulation.

The **Telecommunications Compliance and Enforcement Section** is responsible for detecting, addressing and preventing harms to telecommunications consumers at any stage of the telecommunications consumer experience. Our work includes promoting and enforcing industry compliance with telecommunications consumer safeguards and key ACMA compliance and enforcement priorities, including financial hardship; domestic, family and sexual violence; and broader telecommunications consumer protections.

The **Triple Zero Branch** has three sections: Triple Zero Policy Section, Triple Zero Custodian and Support Section, and the Triple Zero Compliance and Enforcement Section.

The **Triple Zero Compliance and Enforcement Section** is predominately responsible for monitoring compliance with the various legislative instruments that support Australia's access to the emergency call service. Our work includes assessing network outages, incidents, and consumer complaints for potential non-compliance, conducting investigations with telcos, and proactively promoting industry compliance with the regulatory framework.



About the role

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.

As an **Assistant Manager** you will play an important role in supporting consumer trust and confidence in telecommunications services. The role includes the management and leadership of a small teams of staff conducting regulatory activities. The role will include developing staff, providing guidance and leading investigations, compliance and enforcement and other regulatory activities.

You will be expected to contribute across the division when necessary and as opportunities arise, including by working collaboratively with teams responsible for compliance and enforcement, regulatory policy and other functions relevant to consumer safeguards and regulatory obligations.

You will use a range of regulatory tools to improve consumer trust, confidence and safety in telecommunications services.

Key responsibilities may include:

- leading compliance assessments and investigations, and preparing notices, investigation reports and recommendations for senior decision makers, and managing investigators in the delivery of these actions
- gathering and analysing intelligence about consumer harms from a variety of sources to identify compliance trends, risks and emerging compliance issues. This includes engaging with external parties including regulated entities and consumer groups about consumer harms and compliance issues, and responding to consumer and industry queries
- contributing to the review and development of regulatory instruments, drawing on the outcomes of compliance activities, and staying informed of new policy and technology developments, and
- supervising, guiding, mentoring and developing investigators, and making positive and constructive leadership contributions to the Section, Branch, Division and organisation.

Our ideal candidates

We are seeking purposeful, curious and questioning, committed and highly motivated professionals who:

- love diving into interesting problems and can quickly make sense of complex regulatory or technical issues
- will be in their element assessing new and emerging issues against regulatory frameworks and providing high quality advice
- bring strong organisational skills and can keep work flowing smoothly, even when priorities shift

communicate clearly, whether it's writing a brief, explaining a recommendation, or talking through an issue with a colleague



- work well with others and build constructive relationships with people inside and outside the organisation, enjoy guiding and supporting teammates and are comfortable taking the lead on pieces of work
- use good judgement and can spot risks, gaps or opportunities early, are naturally curious and enjoy staying across changes in technology, policy and consumer issues, and use data and evidence to shape thinking and decision-making
- collaborate openly, share information, and contribute to a supportive team environment, bring a proactive and positive attitude, and want to make a meaningful contribution to consumer protection and public safety.

What we offer you

We offer competitive conditions and excellent benefits:

- **Make a difference:** Make a positive contribution to the Australian people and community, as Australia's communications and media regulator.
- **A great team:** Join a collaborative and collegiate workforce that fosters life-long connections, supportive supervisors and access to our leadership, to deliver shared goals.
- **Grow your career:** We value the skills and experience our staff bring to the ACMA and are committed to their further development. Our unique breadth of work provides diverse professional and mobility opportunities that enable growth and progression.
- **Flexibility and balance:** We promote a healthy work/life balance with flexible conditions and provide a culturally supportive environment that supports caring responsibilities so staff can remain engaged at work.
- **Health and wellbeing:** We are committed to the health and wellbeing of our staff and our leadership lead by example. We extend services that enhance and promote physical health, mental health and social wellbeing to benefit you and your family.
- **Centralised offices and lifestyle:** With options to be in our Canberra, Melbourne or Sydney offices, staff are in close proximity to cafés, dining, retail facilities, public transport, childcare centres and gym and fitness options.
- **Conditions:** Competitive benefits, plus 15.4% superannuation and options for cultural leave, primary (18 weeks) and secondary (14 weeks, increasing to 18 weeks by 2027) parental leave and the ability to purchase additional leave.

What our staff say

'There are genuinely good people here who want to make a difference in their work and do good work for Australian people.'

'We have a dynamic and diverse remit with supervisors who create opportunities for growth and learning new skills.'

To find out more about working at the ACMA including what our staff say, visit [Working with us | ACMA](#)



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 security 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.

Use of merit pools

Suitable candidates may be placed in a merit pool and the pool may be used to fill similar vacancies anywhere in Australia.

Applicants may have their application and assessment results shared with other Australian Public Service (APS) agencies looking to fill similar roles. Applicants are asked for their consent to share this information as part of the application process.

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 \(apsc.gov.au\)](#).



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.

AI in recruitment

Use of AI tools and technologies in recruitment processes must be compliant with the *Public Service Act 1999*, the Australian Public Service Commissioner's Directions 2022 and the *Privacy Act 1988*.

Candidates planning to use AI tools and technologies to prepare their application should refer to the Australian Public Service Commission's [Principles for candidate use of AI in recruitment](#).

Privacy statement

The Australian Communications 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.

Candidates should be aware that the ACMA or eSafety and the panel may obtain personal information through its own inquiries, including information collected outside planned recruitment activities or from sources other than the nominated referees.

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](#)

