

Candidate pack

Policy and Compliance Officer

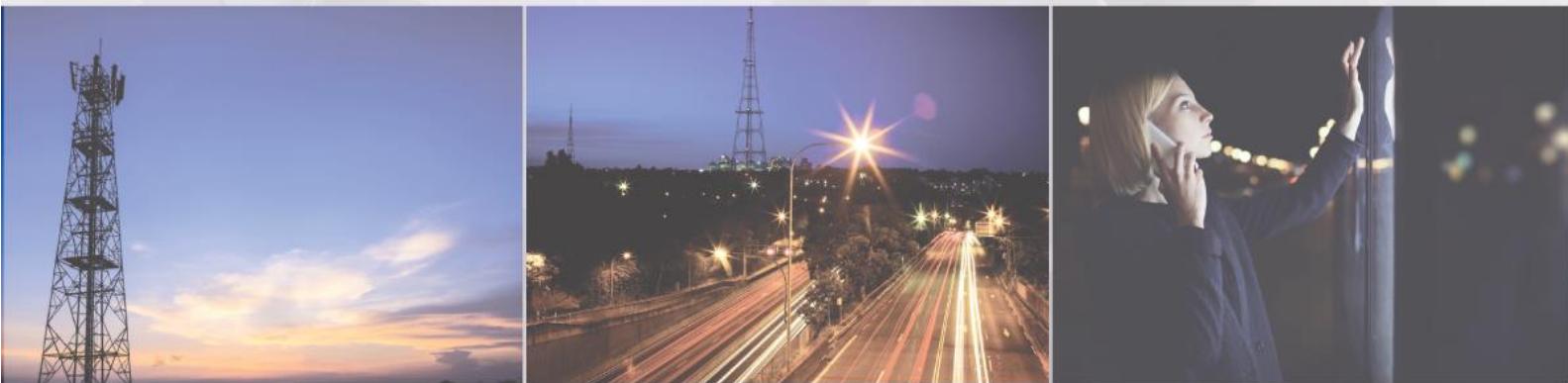
APS 5

\$88,834 - \$96,829 plus 15.4% superannuation

Full time/part time, Ongoing/non-ongoing

Location: Canberra, Melbourne or Sydney
Division: Consumer Division, Content Division
Reference: 2950-2026-1
Contact for information: Kate Mathias
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Branch
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Applications close: Sunday, 15 February 2026 at 11.59pm AEDT



Why choose a career with us?

Telecommunications services are an essential part of everyday life for Australians and there's never been a more important and rewarding time to join our teams.

- Are you passionate about protecting and empowering Australian consumers and improving their experiences with telecommunications providers (telcos)?
- Are you keen to help promote community safeguards in the broadcasting space?
- Do you want to contribute to effective telco safeguards, educate the telco industry on its responsibilities and help consumers understand the rules that protect them?
- Are you eager to ensure we have appropriate regulations in place for our contemporary media landscape?
- Are you concerned about people in vulnerable circumstances disproportionately impacted by poor telco practices? Are you looking to use and grow your skills in a supportive environment, to make a real positive difference?

If so, we want to hear from you.

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

On any given day, you'll connect and collaborate 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.

Our teams work across the agency and externally to understand the needs of Australians and to explore ideas and solutions. We are a dynamic and inclusive workforce from all walks of life. We support each other, engage with risk, while striving to achieve meaningful outcomes.

We understand that delivering outcomes requires thinking creatively, sometimes stepping outside our comfort zones, and a strong commitment to communicating and testing ideas.

The **Consumer Division** leads compliance and enforcement and regulatory policy on telecommunications issues and consumer safeguards, telephone numbering, unsolicited communications and scams.

The **Telecommunications Safeguards and Numbers Branch** delivers key regulatory, policy and compliance functions to underpin a safe and accountable telco sector. We are responsible for:

- telecommunications work with national interest implications, involving law enforcement and emergency services, and enforcing industry compliance with relevant regulatory obligations
- the review, development and administration of Australia's Numbering Plan and related instruments and enforcing industry compliance with numbering regulatory obligations
- promoting and enforcing industry compliance with telecommunications consumer safeguards
- engaging with industry, consumers, and other stakeholders to ensure that contemporary and well adapted regulatory safeguards are in place, whether in the form of direct regulatory instruments or co-regulatory industry codes.

The **Content Division** manages policy, compliance and enforcement matters relating to TV and radio broadcast content, media diversity, ownership and control, interactive gambling, gambling advertising and mis- and disinformation.

The **Content Safeguards Branch** undertakes a range of compliance activities relating to TV and radio content and diversity. We do this by:

- assessing and investigating complaints under relevant industry codes of practice, standards and the *Broadcasting Services Act 1992*
- administering and maintaining regulatory arrangements for Australian content, media diversity and control, and news media
- contributing to the development and review of regulations and safeguards to ensure they remain contemporary and fit for purpose in the evolving media market.



About the role

We are looking to fill multiple APS 5 roles to work in teams across the Consumer and Content Divisions. We are seeking motivated and collaborative professionals to help deliver tangible compliance, enforcement and policy outcomes for telco consumers and promote broadcasting safeguards for consumers.

To succeed in these roles, you will thrive on tackling current and emerging consumer harms.

APS 5 roles report to EL1-2 supervisors and are expected to meet APS 5 [Work Level Standards](#) and [Integrated Leadership Profile \(ILS\)](#) capability development guidance.

As an APS 5 Policy and Compliance Officer, your duties may include:

- applying analytical skills, critical thinking and clear communication to support compliance and enforcement activities
- demonstrating strong oral and written communication skills to engage constructively with consumers, colleagues, managers and decision-makers
- working flexibly and adaptively to provide and coordinate inputs to internal and external reports, briefs, papers and meetings
- assisting in drafting and analysing intelligence, evidence and enquiries in order to make recommendations for delegate decision about how, and whether, to act on a matter
- contributing to and presenting reports and briefs on telecommunications and broadcasting safeguards, including the collection, processing, and analysis of data to enable timely and accurate reporting and recommendations to the Authority and other decision-makers
- interpreting and applying legislative and regulatory instruments to a range of situations
- recommending and undertaking compliance and enforcement activities
- updating records management tools and systems to capture and display data to enhance reporting and compliance under current regulatory frameworks
- assisting in drafting web content, industry compliance and consumer education materials and other communications
- providing general administrative support, including drafting responses to consumer enquiries and complaints in accordance with established processes
- providing support to the ACMA Authority, supervisors, managers and colleagues.

Our ideal candidate

We are looking for candidates who want to grow their expertise and progress their careers in a dynamic, forward-thinking organisation. You'll have opportunities to learn, take on varied and challenging work, and make a real impact as part of a collaborative team.

Our ideal candidate is an agile, collaborative and effective team player who possesses the following attributes.

Essential:

- Strong written and verbal communication skills, with the ability to convey complex information clearly to varying audiences



- Works collaboratively within a fast-paced team, contributing to a positive work environment
- Maintains professionalism and has an ability to foster productive and conducive relationships with colleagues and external stakeholders
- Organised and applies a high level of attention to detail to their work
- Demonstrates initiative and works independently, completing tasks within agreed timeframes to a high quality
- Ability to quickly build and maintain an understanding of regulatory frameworks, staying informed of ACMA's compliance and enforcement priorities.

Desirable:

- Experience working in a government environment.

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 and cultural leave
- access to salary packaging.

Eligibility

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

Some roles may require the successful applicant to be able to obtain and maintain a **Baseline** security clearance. 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.



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

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 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. 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](#)

