

Candidate pack

Assistant Manager – Compliance

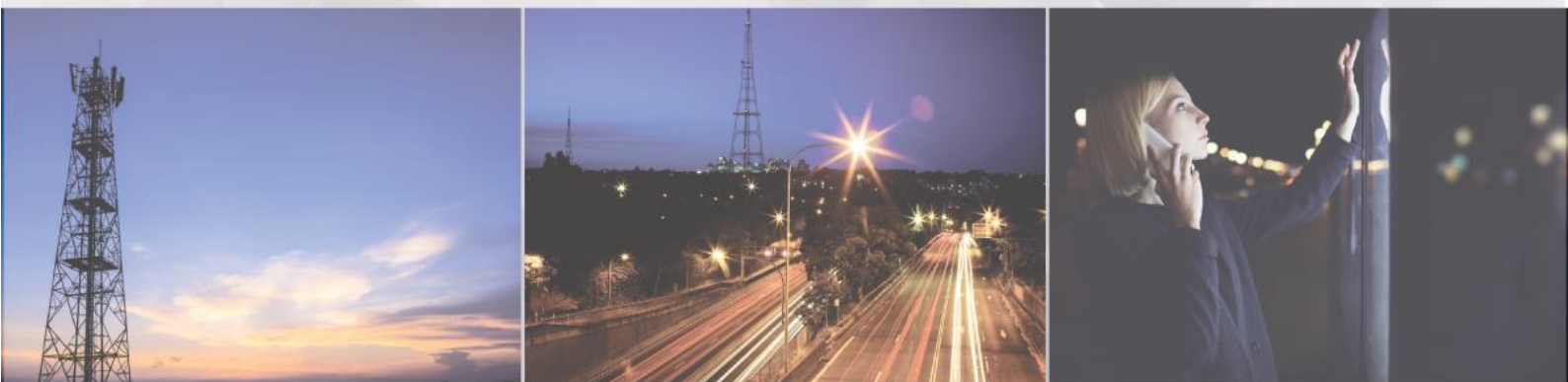
EL 1

\$115,443 to \$129,706 plus 15.4% superannuation

Full time/part time, Ongoing/non-ongoing

Location: Melbourne, Sydney or Canberra
Division: Consumer
Reference: 1240-2025-1
Contact for information: Carmen Mitchell
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Applications close: Sunday, 16 November 2025 at 11.59pm 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

Consumer Division

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

Unsolicited Communications and Scams Branch

The **Unsolicited Communications and Scams Branch** is responsible for unsolicited communications policy and futures, including regulatory reform, contract management and cost recovery for the Do Not Call Register; scam reduction policy and projects, including developing the SMS Sender ID Registry to help protect SMS from impersonation by scammers; high volume complaints triage and intelligence for unsolicited communications and scams laws; and investigations and enforcement of unsolicited communications and scams laws.



The Unsolicited Communications and Scams Branch has five sections:

- **Policy and Projects** is responsible for unsolicited communications policy and futures, including regulatory reform, contract management and cost recovery for the Do Not Call Register, and other projects to support scam reduction and program delivery.
- **Scam Reduction** is responsible for scam reduction policy and projects, including the SMS Sender ID Registry to help protect SMS from impersonation by scammers and input into a broad range of government scam reduction activities.
- **Combating scams** is responsible for the ACMA's role in implementation and administration of the whole of government Scams Prevention Framework and associated phone scam rules.
- **Investigations and Enforcement** is responsible for investigations and enforcement of unsolicited communications and scams laws.
- **Compliance and Intelligence** is responsible for high volume complaints triage, intelligence and compliance activities for unsolicited communications and scams laws.

About the role

Are you concerned about the large number of Australians who are impacted by unwanted calls and messages? Are you concerned about people in vulnerable circumstances who are targeted by unwanted marketing? Do you want to help stop scammers targeting Australians? Do you want to be a part of a team that delivers meaningful outcomes for Australians?

The **Assistant Manager – Compliance & Investigations** role is within the **Compliance and Intelligence section**. This section is responsible for high volume complaints triage, intelligence and compliance activities for unsolicited communications and scams laws.

In this role, you will help us maintain, shape and implement the laws that give people more confidence to pick up the phone or lose that sense of dread when opening their messages.

All EL 1 officers are expected to demonstrate capabilities aligned with the Integrated Leadership Profile (ILS) for the [EL1 classification](#), uphold the [APS Code of Conduct](#), and support the ACMA Culture and Values Statement (we are purposeful, curious and questioning and collaborative).

We will assess applicants on their capabilities in the following areas:

- **Strategic delivery:** Use initiative and problem-solving to manage priorities and deliver results that meet corporate and legal obligations.
- **Critical thinking and analysis:** Apply sound analytical skills to interpret complex information and provide insights that inform decision making.
- **Judgement and risk management:** Exercise sound judgement in assessing complex, sensitive and time-critical matters within a risk-based framework.
- **Application of regulatory frameworks:** Apply laws and regulatory frameworks to both routine and complex matters, guiding compliance actions and outcomes.



- **Communication and influence:** Deliver high-quality, timely written and verbal advice to diverse audiences, including the Authority and senior leaders, and external stakeholders.
- **People leadership:** Support and develop team capability, foster high performance, and contribute to the management of the section and branch.
- **Integrity and wellbeing:** Model and promote a healthy, safe, and inclusive workplace culture, upholding the APS Code of Conduct.

Our ideal candidate

Our ideal candidate will have experience in a regulatory environment, including regulatory policy and/or compliance, complaints management, investigations and enforcement.

To thrive in this role, you will:

- be someone who is comfortable to jump in and learn new things, who shows initiative and creativity in developing and delivering on their work
- love building teams, coaching and mentoring others and driving outcomes and high performance
- be confident to give or receive feedback, and contribute to a work environment where people feel valued, supported and safe to raise ideas
- understand that how you do things is as important as what you achieve
- enjoy working in a collaborative and fast-paced environment
- manage multiple and changing priorities, including to support other teams
- enjoy and be adept at liaison and negotiation with internal and external parties at all levels, including domestic and international regulators and networks
- apply legislation and regulatory frameworks to complex and specialised matters to make recommendations
- contribute to shaping the culture of the agency and its capability for the future.

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.

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.

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 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](#)

