

Candidate pack

Compliance Officer and Investigator

APS 6

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

Full time/part time, Ongoing/non-ongoing

NOTE: Non-ongoing roles will be for 12 months initially with the possibility of extension or becoming ongoing.

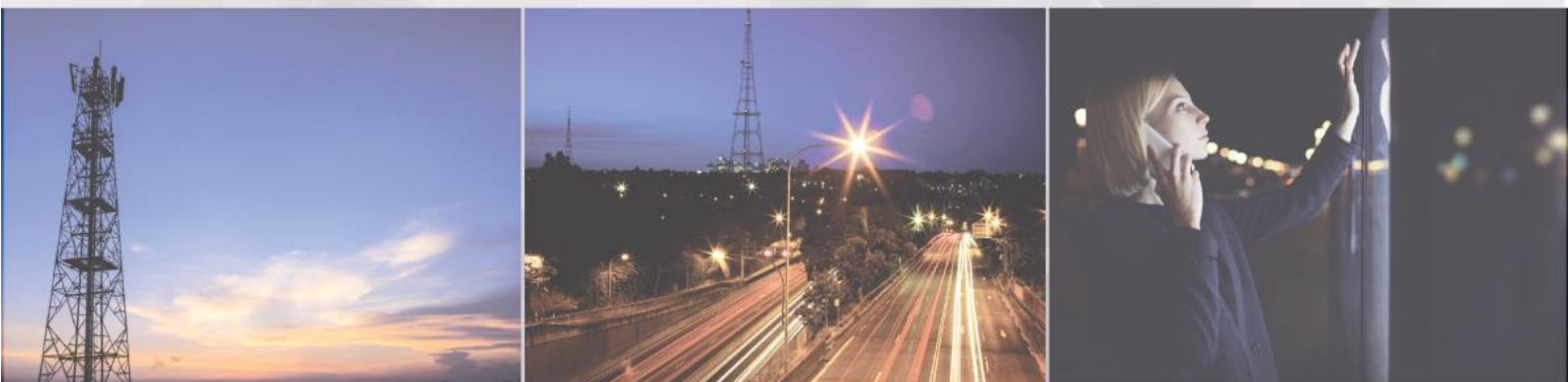
Location: Melbourne, Sydney or Canberra

Division: Content

Reference: 1949-2025-2

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Applications close: Wednesday, 27 August 2025 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.

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

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.

Gambling and Mis/Disinformation Branch

Working under the *Interactive Gambling Act 2001* and the *Broadcasting Services Act 1992*, the Gambling and Mis/Disinformation Branch contributes to developing, implementing and administering safeguards to minimise the harm to Australians when using digital platforms and gambling services, as well as accessing live sport. We do this by minimising harms that may arise from online gambling activity, exposure to gambling advertising and the impacts of mis and disinformation. This includes administering BetStop – the National Self-Exclusion Register, taking a range of compliance and enforcement activities and conducting proactive consumer education activities.

- The **National Self-Exclusion Register Section** administers BetStop – the National Self-Exclusion Register™ and enforces industry compliance. The Register allows Australians to



exclude from all licensed interactive wagering services providers in a single process and we have supported more than 45,000 Australians make changes to their gambling behaviour since the service launched in August 2023. You can find out more at betstop.gov.au. The role would be responsible for:

- > Assessing consumer complaints and other sources of intelligence to recommend regulatory responses, including investigations.
- > Leading investigations into non-compliance, including taking enforcement action where non-compliance is found.
- The **Gambling Compliance Team** monitors and investigates compliance with the prohibitions under the *Interactive Gambling Act 2001* and the gambling advertising rules under the *Broadcasting Services Act 1992*. We take enforcement or disruption action in the case of illegal gambling services. We also maintain a register of licensed interactive wagering operators, collaborate with domestic and international gambling regulators to combat illegal gambling services, and raise awareness in the community of the risks of using these services.

About the role

This process will be used to fill roles in the following sections:

- National Self-Exclusion Register; and
- Gambling Compliance.

As a Compliance Officer and Investigator, you will exercise initiative and judgement to contribute to regulatory investigations and compliance activities to ensure entities comply with their obligations under the *Interactive Gambling Act 2001* and *Broadcasting Services Act 1992*. You will be exposed to high profile and fast paced work that makes a real difference to Australian consumers, including those that have made the decision to exclude from gambling.

You would have responsibility for:

- Assessing consumer complaints and other sources of intelligence to recommend regulatory responses, including investigations.
- Investigating non-compliance, including writing investigation reports, and pursuing enforcement action where non-compliance is found.
- Undertaking compliance monitoring activities, including the development and implementation of policies and procedures.
- Using data and undertaking independent analysis to draw conclusions and make recommendations to decision-makers about compliance and enforcement action to be taken.
- Engaging with a wide range of stakeholders including wagering providers and other regulators.



Our ideal candidate

To thrive in the Compliance Officer and Investigator role, you will:

- Apply legislation and regulatory frameworks to complex and specialised matters to make recommendations.
- Be a compelling and persuasive communicator, both in written form and orally, and be able to communicate complex matters in easy-to-understand language.
- Be comfortable assessing various sources of data and using data to inform recommendations and outcomes.
- Manage multiple and changing priorities, including to change approach when new intelligence is available.
- Enjoy and be adept at liaising with internal and external parties at all levels, including domestic and international regulators and networks.
- Be able to balance the need to deliver against the need to develop and support a team.
- Be confident to give or receive feedback and contribute to a work environment where people feel valued, supported and safe to raise ideas.
- Be comfortable to jump in and learn new things, and to show initiative and creativity in developing and delivering on their work.
- Understand that how you do things is often as important as what you achieve.
- Enjoy working in a collaborative and fast-paced environment.
- Contribute to shaping the culture of the agency and its capability for the future.

A Certificate IV in Government Investigations, or equivalent qualification, is desirable.

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.

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](#)

