

# Candidate pack

## Receptionist/Facilities Officer

APS3

\$68,817 to \$74,837 plus 15.4% superannuation

Part-time

Ongoing/Non-Ongoing

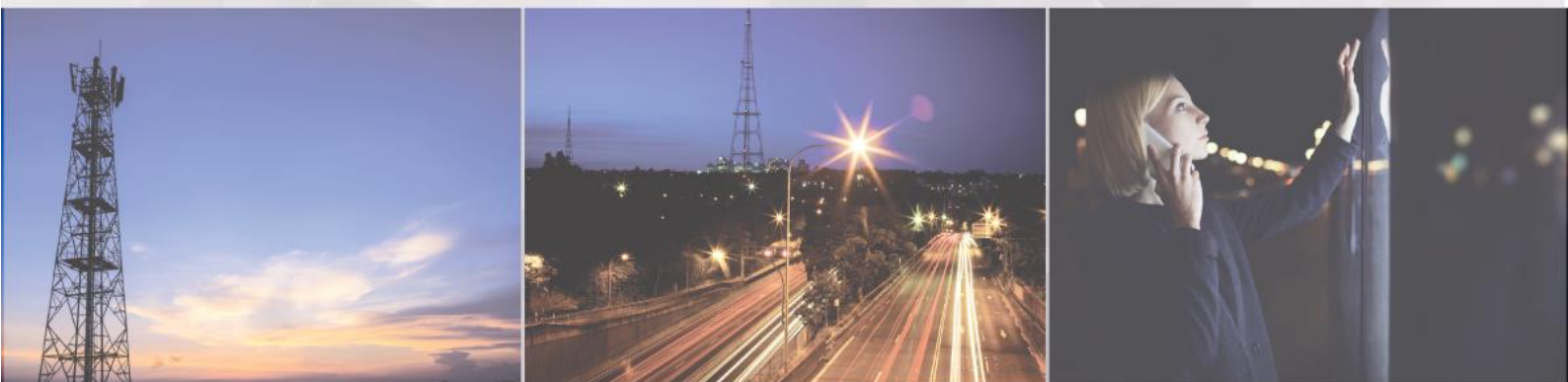
Location: Sydney

Division: Corporate Research

Reference: 673-2025-1

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**Applications close: 27 July 2025 at 11.30pm 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](http://www.acma.gov.au)

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

## Who we are

The **Corporate and Research Division** partners with business areas across the ACMA, to provide enterprise wide enabling services and strategic advice so that the ACMA can achieve its purpose. The Division facilitates this through the delivery of key corporate functions including financial management, property services, security, procurement advice, performance reporting, research and data, digital and technology services, human resources, communications, and governance services.

The **Finance, Reporting and Operations Branch** is responsible for ensuring the financial sustainability and security of the ACMA through financial, procurement, facilities, travel and physical security services. The Branch proactively engages with business areas to provide advice, and financial and business performance reporting to drive strategic decision making and support the broader organisation. The Branch also provides assurance over the various revenue streams collected on behalf of the Commonwealth and leads the development of a range of budget and financial governance arrangements.



## About the role

The Receptionist/Facilities Officer is responsible for providing morning and/or afternoon reception services. It is anticipated the afternoon receptionist relieves the morning receptionist as required and vice-versa.

The Facilities Section oversees the provision of property and facility services to ACMA employees throughout Australia including the provision of reception services to the 3 central offices located in Canberra, Sydney and Melbourne.

You will be responsible for the provision of the morning or afternoon reception services and assist in the provision of Facilities related duties including research activities and drafting minor correspondence for the procurement of minor office equipment and stationery.

In this role you will:

- Provide reception services, including answering incoming calls in a courteous, professional and expedient manner
- Interpret callers' requirements, redirect calls to the appropriate area and respond to more straightforward inquiries
- Greet guests and visitors; advise receiving staff of visitor arrival and issue temporary security passes,
- Escort contractors and tradespersons undertaking work in ACMA premises
- Ensure visitor compliance with established ACMA security protocols
- Process incoming and outgoing mail
- Assist with the procurement of minor office equipment by undertaking relevant research duties
- Assist with other property and facilities related requests as required

## Our ideal candidate

We are looking for someone who is responsive, motivated, who enjoys working as part of a team where everyone is supported to work at their best – this role is for you. We are seeking motivated professionals with the ability to work positively with a level of autonomy in a customer service focused role as a Receptionist/Facilities Officer at the ACMA.

To succeed in the role, you will have effective communication skills, a professional approach to your work and a level of confidence to building positive working relationships with stakeholders.

You will:

- be flexible, adaptable and self-motivated



- enjoy identifying solutions to problems as they emerge
- can proactively build and sustain positive and mutually beneficial relationships with team members and stakeholders
- demonstrate a capacity to take personal responsibility for meeting objectives and progressing work

## 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.

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



