Candidate pack

Executive Officer

Executive Level 1

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

Full time, Ongoing

Location:	Canberra, Melbourne, Sydney
Branch:	Executive
Division:	Various
Security clearance:	Baseline Vetting
Reference:	2511-2025-1
Contact for information:	Stuart Wise 0434 568 684 recruitment@esafety.gov.au

Applications close: **Sunday, 11 May 2025 at 11.59pm AEST**

About eSafety

At eSafety, we are pioneers in online safety regulation, leading global efforts to combat digital harms and foster safer, more positive online experiences for all Australians.

Our mission is bold and far-reaching.

From tackling cyberbullying and child sexual exploitation, to confronting emerging harms brought about by new innovations such as generative AI and immersive technologies, we oversee Australia's online safety landscape.

We work closely with Commonwealth departments, agencies, and a range of partners to create meaningful change.

We don't just regulate; we educate, support, and advocate. Our team collaborates with diverse communities, educators, law enforcement, and industry leaders to build safer digital environments and give Australians the skills and knowledge they need to navigate online spaces confidently.

At eSafety, you'll be part of a passionate team under the leadership of an independent Commissioner who is supported by the Australian Communications and Media Authority (ACMA). Our eSafety staff are ACMA employees who are subject to the terms and conditions of employment in the [ACMA's Enterprise Agreement 2024-2027](#).

If you're driven to tackle today's online challenges and help prepare Australia for the ones to come, eSafety offers a dynamic career where you will make a difference. Join us and help shape the future of online safety.

View [Working at the ACMA and eSafety](#) or [visit our website](#) for further details.

Who we are

eSafety's structure consists of the **Office of the eSafety Commissioner** and three divisions:

- **Regulatory Operations Division**: with Branches focused on Education, Prevention and Communities; Investigations; Industry, Compliance and Enforcement

- **General Counsel:** including our Legal Services Branch

- **Technology and Strategy Division**: with Branches focused on Strategy, Engagement and Research; Technology, Data and Digital Enablement; Strategic Communications; Business Operations and Governance.

Supporting this structure are **Executive Support Offices** which play a key role in the facilitation and coordination of activities across the broader organisation.

About the role

This is an exciting opportunity to play a key role as an **Executive Officer** providing both strategic and operational support to either the Commissioner or a General Manager (SES Band 2). You will act as the single point of contact for your executive, anticipating their needs and proactively identifying and resolving issues to ensure the smooth running of their office.

You will be supported by other administrative staff to complete tasks such as travel bookings, reconciliations, hospitality claims and other administration but you will be responsible for ensuring these tasks are completed on time.

As an Executive Officer, you will:

- Act as the Commissioner or General Manager's first point of contact; analysing and actioning requests to prioritise urgent and often sensitive matters, taking decisive action to facilitate the optimal use of your Executive's time.

- Provide high-level administrative and operational support to your Executive, including but not limited to:
  o oversight of diary and mailbox management
  o managing the flow of information and incoming work to ensure deadlines are met
  o secretariat support for meetings and committees
  o arranging engagements with internal and external stakeholders
  o correspondence and briefings management

- Build and maintain strong relationships across eSafety, regularly leveraging internal and external subject matter expertise and working collaboratively with eSafety's small team of Executive Officers and Executive Assistants.

- Draft and/or manage the coordination of briefing materials to ensure that your Executive is well supported for all upcoming engagements, including anticipating briefing requirements for your Executives.

- Proactively review and quality assess documents on behalf of your Executive, ensuring attention to detail has been adhered to and the right areas have been consulted.

- Manage complex and highly sensitive matters with strategic or operational significance as required by the Executive.

- Identify, understand and anticipate issues, competing interests and rapidly changing priorities to effectively support your Executive.

- Support eSafety and divisional leadership teams with day-to-day operations, collaborating effectively with others to ensure cross-office consistency, knowledge sharing and process adherence.

- Other duties as required for example, oversee the management of the Gifts and Benefits Register for the Executive.

Note: Due to the nature of eSafety's regulatory scope, occupants in this role may be exposed to content or hear stories about other people's experiences with online harm or be involved in work on potentially distressing and sensitive topics. Staff have access to support through our Employee Assistance Program and other wellbeing initiatives and training.

Our ideal candidate

We are seeking a highly motivated and experienced Executive Officer with strong interpersonal, communication and administrative skills. You will be driven, enjoy a challenge, be passionate about making a difference and be willing to work collaboratively and flexibly in an evolving and fast-paced environment.

To be successful in this role, you will have:

- excellent interpersonal skills, and be a supportive team player, capable of working independently, and with others.

- outstanding organisational, administrative and time management skills

- the ability to proactively take ownership of issues and work collaboratively with others to deliver outcomes.

- the ability to build and maintain effective working relationships with a wide range of internal and external stakeholders.

- excellent verbal and written communication skills, including the confidence to explain complex matters in a clear, concise, and persuasive way to a range of stakeholders.

- the ability to respond positively in uncertain and high-pressure environments and be adaptable and flexible with change.

- the ability to identify and anticipate emerging issues and requirements, and move to address these, proactively identifying and raising opportunities and risks and coordinating and preparing advice in response.

- demonstrated resilience in solving problems and achieving objectives even when confronted with competing demands and the ability to balance priorities and deliver projects within tight timeframes.

Experience in government is essential, including knowledge of APS legislative, financial, and administrative frameworks, government decision-making processes and agency guidelines and regulations.

While not essential, the following skills and experience would be highly regarded:

- understanding of the sensitivities associated with a regulatory environment

- project coordination and/or project management.

What can you expect from us?

eSafety offers a dynamic and interesting working environment where you will be working with passionate and dedicated people who share one goal – a safer and more positive online experience for all Australians.

We are a fast-growing team of educators, investigators, lawyers, policy analysts, technology experts, digital specialists and other professionals who collaborate, innovate and support each other to achieve our goals.

We invest in our people and want to support you to do your best work every day, so you will have access to a range of learning and development opportunities, flexible working arrangements, competitive employment conditions and a safe and supportive work environment.

Other benefits include:

- salary aligned to those outlined in the ACMA Enterprise Agreement that will increase in line with APS headline salary increases plus 15.4% superannuation

- generous leave provisions including 4 weeks annual leave each year (pro-rata for part-time employees) with the option to purchase additional leave plus an additional paid office shutdown period between Christmas and New Year's Eve, 20 days personal leave per annum (pro-rata for part-time), up to 18 weeks paid parental leave, cultural leave and more

- access to salary packaging.

Eligibility

To be eligible for employment with eSafety, 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 may include 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 from this selection process and the pool may be used to fill similar ongoing or non-ongoing roles. 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.

RecruitAbility is a scheme which aims to attract and develop applicants with disability and also facilitate 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 (requirements are detailed in the section titled 'Our ideal candidate').

More information can be found at [RecruitAbility scheme: A guide for applicants | Australian Public Service Commission (apsc.gov.au)](https://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.

eSafety expects all staff to promote, model and uphold the APS and eSafety values, and be committed to public service integrity. Integrity at eSafety 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, personal 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 and what you may have gained from it.

- The contact details of two referees who can validate and support your application. Your referees should include your current supervisor and may be contacted at any stage of the process. It is important that you advise your referees of your application and that you are confident they will support it.

- A 750-word cover letter outlining how your skills, knowledge, qualifications and experience make you the best person for the job.

Your 750-word cover letter

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 and values we seek.