

Program Support Manager, Centre of Excellence

Job Reference: 2025-132 10395

Work Area: Indigo Product and Design Branch

Location: National Office ACT, Brisbane QLD, Melbourne VIC, Adelaide SA

Classification: APS Level 6

Salary Range: \$94,603 - \$106,034 plus 15.4% superannuation.

Employment Type: Ongoing, Full Time

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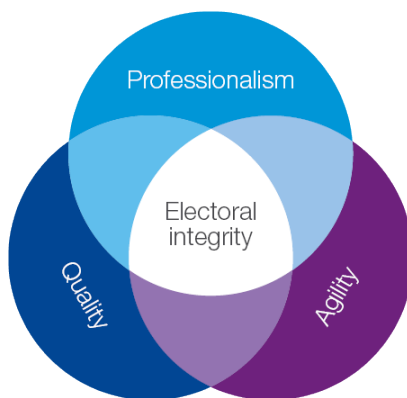
Due Date: Sunday, 10 August 2025, 11:59pm AEST

The AEC

We run elections and referendums.

A federal election is one of the nation's largest, most complex and most scrutinised peacetime logistical events. It has tens of millions of moving parts and happens every three years or so on an unknown date. It takes a lot of detailed planning and this work contributes positively to Australian democracy, culminating in landmark events in the national consciousness.

In between elections there can be by-elections and/or referendums, there will be industrial elections and ballots, we maintain the electoral roll, we help draw electoral boundaries, we administer the financial disclosure scheme and much more.



It's complex, challenging and rewarding – and the Australian Electoral Commission (AEC) is the independent statutory authority established by the Australian Federal Government to perform this crucial work.

Our strategic focus of electoral integrity is achieved through our values of *Quality, Agility and Professionalism*. *These aren't just words to us – we live these values in order to continue to deliver trusted electoral event results for Australian voters.*

What we offer

We understand the importance of balancing your work and personal life. We help our employees with this through a range of flexible working options and ensuring a supported environment. To assist our people, the AEC provides a suite of comprehensive and holistic employee assistance and wellbeing programs.

We offer our people career development through a range of learning and development opportunities and a study assistance program.

We want our workforce to reflect the diversity of the Australian community. We have supportive diversity networks across the agency. We value the unique qualities, attributes, skills and experiences held by our people.

As an AEC employee you will have access to purchased leave, a paid Christmas/new year shutdown period, competitive pay and conditions including a generous 15.4% superannuation contribution, access to the Employee Assistance program for you and your family and free annual flu vaccination program.

The Team

The Indigo Product and Design Branch sits within the Enterprise Transformation Group of the Australian Electoral Commission (AEC). The Group as a whole is responsible for planning, designing and providing oversight of the Election Systems Modernisation Program (the Indigo Program) and the agency's transformation agenda.

The Indigo Program is a once in a generation modernisation program to improve the delivery of election and roll management services. This role will contribute to a broad program that will position the agency to handle a significant uplift in their service delivery.

The role sits within the Service Design & Business Analysis, Centre of Excellence. The team supports the Indigo Program by managing and guiding a large cohort of staff to achieve success. The team also consists of leaders who forecast and allocate staff across the Indigo Program and organise recruitment activities where necessary.

The Opportunity

As the teams Program Support Manager, you will be responsible for the wellbeing and ongoing administration of the staff within the Centre of Excellence, working autonomously with limited supervision.

You will have excellent relationship management skills, forming and maintaining positive working relationships across the agency. You will have experience in managing or mentoring a team to achieve success.

You will be involved in the development and preparation of high-quality and sensitive documentation, including presentations and briefings which will be presented to senior leaders across the Program.

To excel you'll have:

- Experience effectively managing competing priorities, with an ability to remain calm under pressure and respond flexibly to change and uncertainty.
- Proven ability to lead or mentor a team of people to achieve success.
- Confidence and ability to effectively inform, collaborate and negotiate with team members, business areas and external stakeholders at all levels of seniority.
- Proven ability to identify opportunities for improvement, exploring new ideas and implementing initiatives.
- Proven ability to make sensitive and complex decisions using professional judgement.

Apply Now

[Program Support Manager, Centre of Excellence - Vacancy Details – AEC Jobs](#)

The AEC is committed to creating a diverse environment and is proud to be an equal opportunity employer.

You will need to provide:

- an up-to-date resume (two pages maximum)
- a one-page pitch outlining how your skills, knowledge, experience, and qualifications make you the best person for this opportunity.

All applications for this role must be submitted through the AEC jobs portal link listed above prior to the closing date.

RecruitAbility

This scheme aims to attract and develop applicants with disability and also facilitate cultural changes in selection panels and agency recruitment.

If you are a person living with disability and opt into the scheme; you are required to declare you have disability; and must meet the minimum requirements of this vacancy. Once these requirements are met, you are advanced to a further stage in the selection process. Merit remains the basis for engagement and promotion.

You do not need to provide further information about your disability.

For further information visit the [APSC website](#).

Australian Citizenship

All positions in the AEC require employees to be Australian citizens and is a condition of engagement.

Information on Australian citizenship including how to obtain evidence of Australian citizenship is available from the [Department of Home Affairs](#).

Politically Sensitive Position

It is an inherent requirement of employment at the AEC that employees must be, and must be seen to be, impartial and politically neutral. Any person who is active in political affairs or referendum issues, may compromise the strict neutrality of the AEC and will be ineligible for employment with the AEC. This requirement is outlined in the AEC Enterprise Agreement and Political Neutrality Policy.

Security Requirements

Some positions may require an applicant to gain and maintain a security clearance in addition to pre-employment screening.

This position requires candidates to obtain and hold a Baseline security clearance.

Pre employment screening includes a check on police records, identity checks and political neutrality checks. Assessments to uphold suitability form part of all positions at the AEC.

For more information, please see the [Personnel Security Policy](#) under the [Australian Government Protective Security Policy Framework](#).

Merit Pool

Candidates deemed suitable but not offered a position may be placed in a merit pool for up to 18 months from the advertisement date. The AEC will retain any merit pool created from this vacancy for an initial period of 6 months to fill similar vacancies before making it available to other APS agencies.