

Service Designers, Indigo Product and Design

Job Reference: 2024-006 Multiple

Work Area: Indigo Service Design and Business Analysis, Indigo Product and Design Branch

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

Classification: APS Level 6

Salary Range \$87,635 - \$98,223 plus 15.4% superannuation

Employment Type Ongoing, Full Time

Contact: Tammy Gardner, 02 5137 2968

Due Date: Wednesday 24 January 2024, 11:59pm AEDT

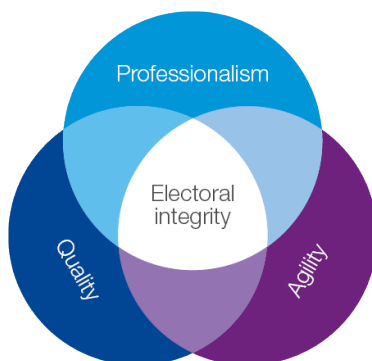
The AEC

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 receive 20 days annual leave per year, access to purchased leave, a paid Christmas/new year shutdown period, and competitive pay and conditions including 15.4% superannuation contributions.

The Team

The Indigo Service Design and Business Analysis team is part of the Indigo Product and Design Branch. It provides a centralised service to support the delivery of high-quality outcomes for the Indigo program and other priority project work, guiding design best practices, standardising and improving processes, and promoting collaboration to align user needs with business goals across the AEC's product and service offerings.

The Opportunities

The Indigo Program is a broad program of work to analyse current state capabilities and provide opportunities for improvement in the delivery of election and roll management services. The APS 6 Service Designer will support the Indigo Program and other ongoing major projects for the Enterprise Transformation Group.

We are seeking engaged, creative, motivated and curious individuals with a keen desire to learn. The successful candidate will be self-driven, adaptable, and committed to seeing things through with a demonstrated ability to deliver results through a human-centred and people-first lens.

To excel you'll have:

Essential skills and experience:

- An understanding of Human Centred Design and Design Thinking, including demonstrated ability to select and apply appropriate methodology for research and design activities to achieve project outcomes.

- Demonstrated ability to collect and synthesise data into actionable insights, including communicating clearly through research and design artefacts.
- Demonstrated ability to collaborate and leverage expertise of others to generate insights, co-design solutions, and evaluate solution options.
- Demonstrated ability to think strategically and communicate with influence to inform decision making and drive service and customer improvements.
- Demonstrated personal integrity and a willingness to work within a high performing team that achieves results within strict legislative and organisational policy and procedural parameters.

Desirable skills and experience:

- Experience working within multidisciplinary teams using agile delivery process.
- UX/UI design, visual design, or communications experience.
- Tertiary Qualifications in a related discipline (e.g., Design, ICT, Behavioural Sciences, Psychology, Sociology, Anthropology, etc.) or comparable experience in running design and research activities.

If you are selected for an interview, it would be desirable if you can show a portfolio of previous work examples.

Apply now

<http://www.aec.gov.au/employment/>

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 two-page pitch outlining how your skills, knowledge, experience, and qualifications make you the best person for this opportunity.

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 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](#).

Talent Pool

Candidates who are found suitable but not offered a position may be placed in a talent pool for up to 18 months from the date of advertisement. The AEC may use talent pools to fill future vacancies.