



**Australian Government**

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**Australian Pesticides and  
Veterinary Medicines Authority**



**Senior Enquiries Officer**  
**Position number: 01207**  
**APS 5**

Candidate information package  
February 2026



## The position

<b>Position title</b>	Senior Enquiries Officer
<b>Classification</b>	APS 5
<b>Qualifications</b>	Demonstrated customer service and administrative experience and/or relevant qualifications
<b>Security clearance</b>	Baseline
<b>Citizenship requirements</b>	Australian citizens only
<b>Location</b>	Armidale NSW or Canberra ACT
<b>Job type</b>	Ongoing; Full-time (Non-ongoing and Part-time options may be considered)
<b>Salary</b>	\$92,311 to \$102,294 (plus 15.4% superannuation), depending on qualifications and experience

<b>Direct supervisor</b>	Team Leader, Enquiries
<b>Program</b>	Science and Assurance
<b>Section</b>	Science Policy and Capability

## Position summary

The Enquiries team within the Science and Assurance Branch manages all general telephone and email enquiries received by the APVMA. The team provides responses to general enquiries and liaises with relevant internal expert areas to coordinate responses to complex enquiries. As part of the APVMA's Enquiries team, the Senior Enquiries Officer supports the team's work through handling complex enquiries, provide guidance to APS4 level staff members and supports the Team Leader with workload management and project work.

The Senior Enquiries Officer will have strong interpersonal, communication and organisational skills. They will use their skills and previous experience to assist the Team Leader with the operational activities of the Enquiries team with a focus on client service to achieve results within specific timeframes.

This position requires the occupant to develop a comprehensive knowledge of the APVMA's operational policy and legislative framework and apply this to perform a range of administrative, technical and operational tasks. The Senior Enquires Officer is expected to demonstrate effective time management and prioritisation skills, and to work cooperatively with internal and external stakeholders.

## Core functions

Key functions include, but are not limited to:

- Managing routine and complex enquiries via telephone, email and written correspondence, including in the context of non-routine circumstances.
- Managing individual workload to complete tasks within an agreed timeframe to meet internal, statutory and Service Charter timeframes.

- Maintaining awareness of the workflow, capacity and wellbeing of junior team members, ensuring emerging issues, risks, or pressure points are promptly raised with the Team Leader.
- Taking initiative to maintain effective team operations and contributing to a positive and productive team environment.
- Assisting with the identification and implementation of improvement initiatives, contributing to the delivery of training programs and the preparation of procedural manuals and guidelines.
- Liaising with internal and external stakeholders on a variety of issues to establish positive outcomes.
- Providing advice and technical expertise to team members.
- Researching, interpreting and applying less complex legislation to draft responses that will be referred to an expert area for approval.

## Selection criteria

To be a strong contender for the role, you will have:

### Essential:

1. Demonstrated customer service and administrative skills
2. Well-developed organisational skills including the proven ability to manage time effectively and prioritise work to meet timeframes
3. High computer literacy with demonstrated attention to detail
4. Strong oral and written communication skills, including the ability to communicate effectively and professionally with internal and external stakeholders
5. An ability to work effectively in a team environment and contribute positively to team outcomes
6. Proven initiative in supporting effective team operations, fostering collaboration, and contributing to a positive, productive, and solutions focused team environment.

### Desirable:

- Knowledge of, or interest in, the AgVet chemicals sector.

## Your application

In submitting your application, please ensure that you include an up-to-date resume and separate document addressing the selection criteria above. Your response to the selection criteria must not exceed 750 words.

Referee checks are used to confirm a candidate's suitability for a role. They also allow us to verify or gather additional insights about a candidate from their application, resume, interview and other capability-based assessments.

Please ensure you have nominated a current referee who has known you for a reasonable amount of time and has good knowledge of your performance in a relevant context (e.g. current work or education) to provide an objective assessment of your capabilities, knowledge and experience.

The information obtained from referees will be used to inform the final decision of a candidate's suitability for the role.

All applications are submitted online through the APVMA Careers website: [apvma.gov.au/join-our-team](https://apvma.gov.au/join-our-team).

If you have any questions, please contact our People and Culture team by email at [hr@apvma.gov.au](mailto:hr@apvma.gov.au).

## Our selection process

In accordance with the *Public Service Act 1999* we recruit our staff based on merit, which means that from a wide and diverse field of applicants we will select the best person for the position. To do this, we compare the skills, experience and abilities of each applicant. We use different tools and techniques, such as written applications, interviews and work sample tests, to collect the evidence we need to make a merit-based decision.

Table 1 outlines the approach we anticipate taking to fill this position. Please note that this approach may be subject to alterations during the recruitment process.

**Table 1: APVMA selection process approach**

Senior Enquiries Officer – selection process						
Selection Criteria	Stage 1		Stage 2			
	Relevant work experience	Responses to application questions	Psychometric testing	Work sample assessment	Structured interview	Reference checks
Criteria 1	Y	Y		Y		Y
Criteria 2	Y	Y			Y	Y
Criteria 3	Y	Y			Y	Y
Criteria 4	Y	Y		Y		Y
Criteria 5	Y	Y			Y	Y
Criteria 6	Y	Y			Y	Y
Timeframe	February 2026		March 2026			

## Writing tips

When writing your application (also referred to as your 'response to the selection criteria') you should demonstrate your experience through discussion of real-life examples. It is preferable for you to select an example/s that best allows you to present competencies against the requirements of the position.

For this you should consider using the STAR Method (Situation-Task-Action-Results):

### Situation

- What was the situation? This is a brief outline of the situation faced and your role.

### Task

- What were the main issues involved with the situation?
- What needed to be done?
- What task/s needed to be achieved and what was the desired outcome?
- What obstacles had to be overcome?

### Action

- What were the steps you took to complete the task? This will include allocation of resources, people involved etc.

### Results

- What was the outcome?

For additional information on preparing your application and addressing selection criteria please refer to [Cracking the Code](#) on the [Australian Public Service Commission](#) website.



## About the APVMA



## Our purpose

The APVMA regulates agricultural and veterinary chemicals to protect the health and safety of people, animals and the environment, and to support primary industries, biosecurity and international trade for all Australians.

## Our vision

To be a global leader in agriculture and veterinary chemicals regulation for the benefit of Australia.

## Our role

The APVMA is the national regulator of agricultural and veterinary (agvet) chemicals in Australia, in line with the responsibilities set out in the Agricultural and Veterinary Chemicals (Administration) Act 1992 and the Agricultural and Veterinary Chemicals Code Act 1994. The regulatory framework for managing agvet chemicals in Australia is collectively referred to as the National Registration Scheme for Agricultural and Veterinary Chemicals (NRS). Under the NRS framework, it is responsible for the regulation and control of agvet chemicals up to and including the point of retail sale. The Authority also administers the import and export of chemicals and medicines.

The core regulatory functions of the APVMA are:

- assess new active constituents and products against the statutory criteria of safety, efficacy and trade
- ensure that the approved label accurately reflects how the product is identified, used, stored and disposed of, including first aid and safety information
- recall non-compliant products, ensuring the quality and safety of agvet chemicals in the marketplace and verify compliance with the relevant legislation
- ensure compliance on manufacturing, importing and exporting of agvet chemical products
- consider applications for permits to use an agvet chemical in a manner that is different to the directions for use specified on the registered product label. A permit may also authorise the use of an unregistered chemical under specific circumstances
- undertake chemical reviews (reconsiderations) of a registered active constituent or agvet product and its label. These reconsiderations assess the currently approved uses against contemporary science to ensure the statutory criteria can still be met.

## Our values

The APVMA upholds the Australian Public Service (APS) Values as set out in the Public Service Act 1999 and these values are applied through the APVMA values and behaviours:

- Impartial – apolitical and provide advice that is frank, honest, timely, and based on the best available evidence
- Committed to service – professional, objective, innovative and efficient
- Accountable – open and accountable to our stakeholders across the Australian community
- Respectful – respect all people, including their rights and their heritage
- Ethical – demonstrate leadership, are trustworthy, and act with integrity
- Stewardship – build capability and institutional knowledge and support the public interest now and into the future, by understanding the long-term impacts of what we do.

## About us

The APVMA provides regulatory services for the supply of safe and effective agricultural and veterinary (agvet) chemicals in Australia. Our decisions protect human and animal health, the environment, facilitate trade and contribute to Australia's agricultural productivity.

We regulate the manufacturing and supply of pesticides including, herbicides, biocides, insecticides, and seed treatments; animal antibiotics, hormonal treatments and some stock feeds and pet foods. We also regulate household products such as insect repellents, garden sprays and pool chemicals.

We demonstrate and celebrate our commitment to workplace diversity strategies to maximise the contribution and inclusion of our people. We welcome applications from Aboriginal and Torres Strait Islander people, mature age people, people with cultural and linguistic diversity, and people with disability.

The APVMA offers exciting opportunities for a challenging career where you can apply your scientific expertise for the benefit of all Australians. You will work as part of a broader team that delivers efficient regulatory services to support Australia's agvet chemical industry and Australian agriculture.

More information about [the roles and responsibilities of APVMA](#) is available on our website.

## Benefits of working with the APVMA

Throughout your career with us we will offer you experience in:

- project management
- team work and leadership
- working with multidisciplinary science teams
- understanding of registration process and decision making in a regulatory context
- evaluation of the safety and efficacy of new pesticide or veterinary medicine products
- how product labels are used to manage risks to humans, animals, crops, the environment, and trade
- providing advice to the decision maker on registration of new products
- developing relationships with industry stakeholders.

We offer generous pay and conditions under the [APVMA Enterprise Agreement 2024-27](#).

In return we expect you to:

- comply with the requirements of the *Public Service Act 1999*, including the APS Values, Employment Principles and Code of Conduct
- comply with our policies and guidelines
- participate in our Performance Management process
- as a worker under the *Work Health and Safety Act 2011*, cooperate with any reasonable instruction, policy or procedures given to you by the APVMA which relates to health and safety in the workplace
- take reasonable care for your own health and safety while at work and ensure your acts or omissions do not adversely affect the health and safety of other persons in your workplace.

