



Australian Government

**Australian Pesticides and
Veterinary Medicines Authority**



Case Manager
Position number: Various
APS5

Candidate information package
September 2023



The position

Position title	Case Manager
Classification	APS Level 5
Location	Armidale NSW or Canberra ACT
Job type	Ongoing; Full-time (Non-ongoing and Part-time options may be considered)
Qualifications	-
Salary	\$85,512.00 to 93,944.00 (plus 15.4% superannuation), depending on qualifications and experience
Security clearance	Baseline
Citizenship requirements	Australian citizens only

Direct supervisor	Team Leader or Assistant Director
Program	Registration Management
Section	Various

Position summary

The Registration Management program of the APVMA is responsible for the evaluation of applications for registration or permit of agricultural and veterinary chemical products (agvet products). The program also issues export and import certification and manages enquiries about the registration and permitting of pesticides and veterinary medicines.

Under limited direction, Case Managers facilitate the processing of registration and permit applications, undertake a range of non-technical tasks, and manage and coordinate stakeholder meetings. The position requires developed skills in time management and workload management, as well as an ability to communicate effectively with team members and both internal and external stakeholders.

Successful applicants will also be required to develop a close understanding of the APVMA's legislation and operating environment and to apply this knowledge in their day-to-day activity.

Core functions

Key responsibilities include:

- Assess non-technical applications against the requirements of the Agvet Code and make recommendations to the decision maker.
- Prepare correspondence of a complex nature and contribute to the preparation of briefs, manuals, reports, guidelines, and policies.
- Liaise with internal and external stakeholders to resolve issues in an appropriate and timely manner.
- Build and sustain positive relationships with team members and stakeholders.

- Ensure knowledge of, and compliance with, legislative frameworks and agency guidelines.
- Interpret legislation, guidelines, and requirements to make decisions/recommendations and provide advice using sound judgement, expertise, and knowledge.
- Adherence to confidential commercial information (CCI) provisions.

Selection criteria

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

Essential:

1. Well-developed organisational and planning skills, including the ability to show initiative, prioritise workloads, meet deadlines and deliver high-quality outcomes during periods of high demand.
2. Highly developed oral and written communication skills and strong attention to detail that can be applied to the preparation of a range of written documents and reports.
3. Ability to liaise, negotiate and build networks with staff, clients, and service providers and to resolve difficult client interactions.
4. Experience in, or aptitude for, performing administrative tasks associated with data entry and managing large volumes of data.
5. Demonstrated ability to work effectively in a team environment and under limited direction to achieve business outcomes.

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 500 words.

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

For any questions please contact our HR Team by email at 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.

In the event a role in another area needs to be filled, which is deemed to require the same skillset, an existing order of merit may be utilised.

Table 1 outlines the approach we anticipate taking to fill this position.

Table 1: APVMA selection process approach

Case Manager – selection process					
Selection Criteria	Stage 1		Stage 2		
	Relevant work experience	Responses to application questions	Psychometric testing	Work sample assessment	Structured interview
Criteria 1	Y	Y			Y
Criteria 2	Y	Y			Y
Criteria 3	Y	Y			Y
Criteria 4	Y	Y			Y
Criteria 5	Y	Y			Y
Criteria 6	Y	Y			Y
Timeframe	October to November 2023		November 2023		

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

We regulate agricultural and veterinary chemicals to manage the risks of pests and diseases for the Australian community and to protect Australia's trade and the health and safety of people, animals and the environment.

Our vision

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

Our role

The Australian Pesticides and Veterinary Medicines Authority (APVMA) has a clearly defined role as the regulator of agricultural and veterinary (agvet) chemicals in Australia. We are the independent statutory authority responsible for assessing and registering pesticides and veterinary medicines proposed for supply in Australia.

As the national regulator, the APVMA regulates agvet chemicals in line with the responsibilities described in the *Agricultural and Veterinary Chemicals (Administration) Act 1992* and the *Agricultural and Veterinary Chemicals Code Act 1994*. In this role, we:

- ensure Australians have access to safe and effective agvet chemicals to control pests and diseases in animals and plants
- monitor and enforce compliance with the Agvet Code and other legislation we administer
- maintain the Record and Register of approved agvet constituents, registered products and approved labels.

Our values

The APVMA upholds the Australian Public Service (APS) values as set out in the [Public Service Act 1999](#). In addition to the APS values, we demonstrate the following behaviours:

- We apply science-based decisions pragmatically, consistently and proportionately to the risk.
- We actively engage with all stakeholders to build confidence in our regulatory system.
- We are committed to meeting our statutory obligations.
- We demonstrate leadership and trustworthiness and act with integrity.
- We encourage innovation and embrace technology.

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 2017–20](#).

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.

