



Australian Government

Comcare

Job information pack

Operations & Quality Officer

APS Level 6

\$99,985 to \$110,946 per annum plus 15.4% superannuation

Canberra ACT, Sydney NSW, Newcastle NSW, Melbourne VIC,
Brisbane QLD, Adelaide SA, Launceston TAS



Position details

Job reference	VN-0761553
Classification	APS Level 6
Employment status	Ongoing <i>*A merit pool may be created and used to fill similar ongoing and non-ongoing vacancies.</i>
Working hours	Full time
Group	Regulatory Operations
Team	Risk and Analysis
Unit	Operations
Location	Canberra ACT, Sydney NSW, Newcastle NSW, Melbourne VIC, Brisbane QLD, Adelaide SA, Launceston TAS
Eligibility and conditions of employment	<p>Citizenship: Under section 22(8) of the <i>Public Service Act 1999</i>, employees must be Australian citizens to be employed in the Australian Public Service (APS) unless the Agency Head has agreed otherwise, in writing.</p> <p>Security clearance: Ability to obtain and maintain a Baseline security clearance.</p> <p>Specific conditions: Some travel may be required, including overnight absences (expected to be limited in nature – 1 or 2 times per annum)</p> <p>For further information on conditions of employment, please visit Working at Comcare.</p>
Applications close	Sunday, 24 August 2025 at 11:59pm (Australian Eastern Standard Time)
Contact officer	Please contact Recruitment@comcare.gov.au

About Comcare

At Comcare, our purpose is to ***promote and enable safe and healthy work***. We have several important core roles as a regulator, scheme manager, insurer and claims manager. We also have essential enabling roles, focused on supporting education, engagement and better practice approaches to health and safety, injury recovery and return to work, and the capability and capacity of our own workforce.

We are ***committed to building and fostering a capable, engaged and high performing workforce*** that is trusted and passionate about achieving better work health and safety outcomes for Australians.

About the team

Risk and Analysis Team is the first line of Comcare's management of regulation of health and safety for the jurisdiction. The team provides a nationally integrated Notification, Helpdesk and Intelligence capability designed to support the Regulatory Operations Group (ROG) in its delivery of targeted, risk-based regulation.

Risk and Analysis Team is a geographically dispersed team, consisting of two sub-units: "Operations" and "Intelligence and Data".

Risk and Analysis, Operations Unit, is primarily responsible for the management and initial assessment of Work, Health and Safety (WHS) incident and hazard notifications and the operation of the WHS Helpdesk for the Comcare jurisdiction. The team also delivers a range of statutory authorisation, approval and licensing services.

Risk and Analysis, Intelligence and Data Unit, supports ROG in the delivery of targeted, risk based regulatory activities through reporting and analysis of WHS data, responding to internal information requests and providing proactive and reactive intelligence to inform Comcare's regulatory activity.

The opportunity

The Operations & Quality Officer will:

1. Manage the delivery of accurate processing and intelligence-led analysis for Incident Notifications, Hazard Notifications and WHS Concerns in accordance with the *Work Health and Safety Act 2011* (Cth) (WHS Act) and *Work Health and Safety Regulations 2011* (Cth) (WHS Regulations).
2. Manage the delivery of the WHS Helpdesk to ensure accurate and consistent guidance and general information is provided to the Commonwealth WHS jurisdiction.
3. Manage the delivery of authorisation and licensing activities under the WHS Act and WHS Regulations, including high risk work, plant, hazardous chemicals, construction induction cards and authorising the use of carcinogens in the workplace.
4. Analyse programs, services, intelligence and risk in order to provide complex business intelligence and advice to internal stakeholders.

5. Manage and implement a quality assurance program to ensure a practice of continuous improvement
6. Provide feedback and performance summaries to the leadership group on the progress of team members.
7. Undertake the quality assurance of business processes in relation to WHS incident notifications and helpdesk enquiries.
8. Participate in calls that are recorded and used for purposes of quality assurance and ongoing training and development.
9. Contribute to the leadership of the team and continuous refinement of business plans and objectives; and provide operational supervision to staff including scheduling and leave approval.

Our ideal candidate

We are seeking a proactive and detail-oriented Operations & Quality Officer to join our dynamic team. This role is for someone who thrives in a fast paced, evolving environment and enjoys working collaboratively within a virtual team. You'll play a key role in driving operational excellence and quality assurance, while building strong relationships across diverse stakeholders. Your ability to relate to others, maintain high attention to detail, and adapt to changing priorities will be essential to your success.

As our ideal candidate, you will have the following skills and capabilities:

1. Demonstrated ability to effectively manage day to day operations of WHS Helpdesk while working autonomously and/or with limited direction, to meet deadlines and achieve business objectives.
2. Demonstrated ability to interpret and apply legislation and associated regulations, including the provision of complex technical advice on legislative, policy and procedural issues.
3. Demonstrated ability to lead quality assurance initiatives and optimise business processes to enhance team performance and service delivery.
4. Excellent communication skills and an ability to establish and manage effective internal and external stakeholder relationships.

Desirable Qualifications experience

- Certificate IV in Work Health and Safety and/or similar experience

Work environment

Comcare is committed to providing a safe, supportive and respectful workplace that prioritises physical as well as psychological health, safety and wellbeing.

We support flexible working arrangement (FWA) however, different types of FWA are suitable for different types of roles to meet operational requirements and minimise Work Health and Safety

risks. Remote/working from home arrangements may apply as an office/home hybrid arrangement in this role.

In performing the duties of this position, employees may be exposed to customer or stakeholder aggression. Staff are provided with ongoing support and training to help manage these requirements.

Please consider these requirements when submitting your application. If you have any questions on the nature of the work and requirements of the position, please reach out to the contact officer.

How to apply

If you are interested in this opportunity, please apply through Comcare's [Current Vacancies](#) website. In your application, you will be asked to do the following:

- **Attach a Statement of Claims:** In your Statement of Claims, tell us in no more than **1500 words (two pages)** why you are applying for this role and how your skills, knowledge and experience address the requirements of the role. Make sure you highlight relevant examples that demonstrate your ability to perform the role and ensure you reference the **skills and capabilities outlined in the 'Our ideal candidate' section**.
- **Attach your resume:** Your resume does not need to include a cover letter as this information should be included in your Statement of Claims. Ensure your resume is **four pages maximum**.
- The contact details of one **referee**, who should be your current supervisor.

We welcome candidates from within or outside of the Australian Public Service to apply. When writing your application, we encourage you to consider the [APS Work Level Standards](#), which differentiates between the work expected (i.e. responsibilities and duties) at each classification level.

The Australian Public Service Commission also has guidance on applying for jobs in the Australian Public Service, including suggestions on how to write your pitch using the [STAR Model](#).

Benefits of working with us



We care about making an impact

Make a meaningful contribution to the health and safety of workers nationwide. We design and deliver innovative and prevention focused initiatives that promote and enable safe and healthy work, including strategies to address psychosocial hazards.



We care about you

We value flexibility and diversity. We celebrate our inclusive workplace and provide leave for community volunteer work or activities related to employees' cultural background. All employees have access to a health and wellbeing reimbursement and can use Employee Assistance programs.

We have generous leave provisions with four weeks annual leave, plus additional paid leave over Christmas and New Year, personal/carer's leave and leave for cultural or ceremonial events.



We care about each other

We role model a culture founded on respect and inclusion. Our commitment to safety is reflected in policies that prioritise employee well-being. We recognise your individual needs and provide adaptable work arrangements to foster work-life balance, including work from home and office arrangements, and flex time for employees up to and including the APS6 level.



We care about growing your career

We invest in your career development through a range of learning options, including formal training courses, on-the-job training, support for continued professional development, financial support for work-related study, coaching and mentoring and a year-round calendar of professionally facilitated courses. We foster an environment for you to achieve career goals.



We care about recognising your contribution

We recognise and reward your contribution and commitments to outstanding work. You will experience great working conditions including competitive salaries with 15.4% superannuation, generous leave conditions, modern amenities, and flexible working arrangements. Our annual CEO Awards are one of the ways we formally recognise outstanding achievements.

For more information about what we offer, please read our [Comcare Enterprise Agreement 2024-2027](#).

Merit pool

This selection process may be used to establish a merit pool. The merit pool might be accessed to fill vacancies for similar roles in Comcare or across the broader Australia Public Service over the next 18 months.

RecruitAbility scheme

Comcare is committed to supporting the employment and career development of people with disability. Our participation in the [RecruitAbility scheme](#) means you will be progressed to the next stage of the selection process if you declare you have a disability, opt into the scheme and meet the minimum requirements for the position.

Please indicate in your application if you wish to opt into the RecruitAbility scheme.

Diversity and inclusion

The range and nature of work in Comcare requires a workforce that reflects our diverse society. We are an inclusive employer and actively encourage and welcome applications from Aboriginal and Torres Strait Islander people, people with disabilities, people from diverse cultural and linguistic backgrounds and mature-age people. We are committed to providing an environment that values diversity and supports employees to reach their full potential. If you require any reasonable adjustments to support you, should you be invited to the next stage of the selection process, please indicate this in your application.