



Australian Government
Professional Services Review

Candidate Information Kit

APS5 Administration Officer

(\$85,204 - \$91,809 plus 15.4% superannuation)

Prepared
30/04/2025



Acknowledgement of Country

PSR acknowledges the traditional owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to elders both past and present.

Our role

To protect patients and the community from the risks associated with inappropriate practice and to protect the Commonwealth from having to meet the cost of medical or health services provided as a result of inappropriate practice.

APS5 Administration Officer

Reference number	04/2025
Position title	Administration Officer
Classification / Salary	APS5 (\$85,204 - \$91,809) plus 15.4% superannuation
APS Job Family	Administration
Business unit	Corporate Support Unit
Location	Canberra, ACT
Employment status	Ongoing
Security clearance	Ability to obtain and maintain a Baseline security clearance.
Contact person	Pritanjali Sharma Executive Officer Tel: 0476 250 406
Closing date	11.59pm (AEST) on Sunday, 18 May 2025

Eligibility information

- Under section 22(8) of the *Public Service Act 1999*, employees must be Australian citizens to be employed in the Australian Public Service (APS) unless the Agency Head has agreed otherwise, in writing.
- Successful applicants will be required to undergo the process to obtain and maintain or continue to hold the required security clearance level for the role as indicated. All PSR staff are required to have a minimum Baseline security clearance prior to commencement.
- Successful applicants will be required to undergo a mandatory National Criminal History check.

About Professional Services Review

Professional Service Review (PSR) includes three types of entities with their own statutory functions:

Office of the Director and Associate Director: The Director of PSR is a medical practitioner who is the Agency Head. The Director is supported by Associate Directors who are also medical practitioners. The Director and Associate Directors review the conduct of persons referred by the Chief Executive Medicare and may resolve matters or refer matters to a PSR Committee.

PSR Committees: PSR Committees are established by the Director or Associate Director and are comprised of health practitioners. Committees conduct inquiries into the conduct of persons under review.

Determining Authority: The Determining Authority is a body constituted by health practitioner members and a community representative. The DA considers matters following the Director/Associate Director and Committee stage.

PSR staff support each of the PSR entities as required. The outcome of a PSR investigation can include the repayment of Medicare or Dental Benefits and disqualification from Medicare or the PBS.

PSR is guided by the:

- *Health Insurance Act 1973*
- *Public Service Act 1999*
- *Public Governance, Performance and Accountability Act 2013.*

Our purpose, vision and goals

Our **purpose** is to act with integrity to enable the operation of the PSR Scheme. The PSR Scheme helps to safeguard the Australian public from the risk and cost of inappropriate practice within Medicare, the CDBS and the PBS.

The **vision** of PSR is to:

- conduct its business in a transparent process that resolves concerns efficiently and accurately
- play a key role in protecting the integrity of Australia's universal health system
- be held in high esteem by the professions, who actively support the process and the people who run the Scheme
- be a model public service agency by meeting government and public expectations and demonstrating the principles of good governance.

To achieve our vision, we have 4 **goals**:

1. PSR complies with Commonwealth laws and conducts its business accurately, effectively and efficiently.
2. PSR monitors and reports on its performance and is committed to continuous improvement.
3. PSR is a model APS employer able to attract, develop and retain high quality people.
4. PSR is respected and has the confidence of its stakeholders.

About the business unit

The Corporate Support Unit is a small team that supports all aspects of corporate functions including:

- Executive Support
- Corporate governance
- Finance
- Human Resources
- ICT
- Property
- Security.

The Corporate Support Unit are proactive, cooperative and positive and work together to ensure the job gets done.

About the position

The Administration Officer role requires demonstration of good communication, project management and work prioritisation skills. The Administration Officer will work effectively in a fast-paced environment, managing competing priorities and will enthusiastically support other areas of the Agency to ensure business operations continue. You will be able to work in a dynamic environment by remaining flexible, agile and adaptable.

As a member of a small team and a small agency, the Administration Officer is expected to work autonomously, but also collaboratively with other members in the Corporate Support Unit and Case Management Unit on corporate projects, demonstrating flexibility where the responsibility of tasks may be shared. You will be motivated to learn and adapt and always seeking to contribute to the organisation goals and vision.

The Administration Officer will demonstrate appropriate written and verbal skills and engage and communicate effectively with a diverse range of internal and external stakeholders to enable and support the delivery of operational projects.

This role will be required to perform procedural, administrative and operational tasks, provide advice based on policies and legislation, and undertake project-style work including developing plans, setting milestones and completing projects. You will show flexibility to respond to the changing context and shifting priorities of PSR, to achieve business outcomes.

The Administration Officer will be proficient in the use of a wide range of tools to aid in carrying out their work including Microsoft Office Word, Excel, Outlook, Adobe Acrobat and an ability to learn in-house systems.

The Administration Officer reports to the Executive Officer and is part of the Corporate Support Unit.

Duties and responsibilities

The Administration Officer has a broad range of corporate and administrative responsibilities, focused on improving corporate operations and supporting different teams within PSR with project work and/or backfill short-term resourcing gaps. The Administration Officer will undertake training across all areas of the Corporate Support Unit. The duties of this role will evolve as operational practices mature and areas for improvement are identified.

Under limited direction, the Administration Officer undertakes duties in accordance with the agreed standards for the APS 5 classification. Duties and responsibilities include but are not limited to:

- travel and Committee hearing administration including:
 - preparing spending approval and procurement documents
 - bookings through the travel management system for internal and external stakeholders
 - venue, catering and transcription service bookings
 - acquittal and reconciliation of travel expenses
 - processing travel allowances and reimbursements
 - maintaining data and preparing relevant reports
- providing administrative coordination and secretariat support for meetings and reporting, including finalising and distributing agendas, papers and minutes, scheduling and booking attendees and facilities, maintaining action and decision registers, and maintaining administrative standards and processes
- creating and maintaining planning, monitoring and reporting documents, tools and templates, including Excel spreadsheets, SharePoint directories and pages, document filing and retrieval and mailbox management
- driving the development of documentation to improve corporate processes, achieve efficiencies and ensure compliance such as standard operating procedures and guidelines, as well as ongoing management frameworks and plans
- contributing to the design, delivery and ongoing management of the PSR's overarching corporate frameworks and practices
- supporting PSR's performance and improvement initiatives, by identifying opportunities for improvement and efficiency, planning and managing projects that will deliver improvements and liaising with relevant stakeholders to implement initiatives that facilitate compliance and efficiency
- supporting corporate initiatives, business planning and reporting activities
- managing panel administration, including being the panel liaison officer supporting panel members, panel appointment process and supporting the panel framework
- undertaking day to day administrative tasks across the Corporate Support Unit such as travel, finance, human resources, coordinating events, parliamentary and legislative tasks
- contributing to PSR's corporate work program, reporting requirements and assisting delivery of governance obligations
- assisting the Case Management Unit with administrative tasks from time to time, including converting tagging and scanning records
- undertaking other general administrative support tasks as required.

Expectations of the role

The knowledge, experience, core skills and personal qualities required for this position:

- strong written and oral communication skills, including a demonstrated capacity in liaising, managing and working professionally with a diverse range of people
- proficiency in the use of applications, such as Content Manager, Adobe Acrobat, and Microsoft Office suite especially Outlook, Excel and Word, and the ability to quickly adapt to software applications
- excellent organisational and time management skills with the ability to adapt and manage multiple tasks with changing and competing priorities, whilst maintaining a high level of attention to detail
- ability to establish strong working relationships with business areas and stakeholders working across different locations
- ability to work as part of a supportive team or independently with limited guidance to produce quality results
- open and flexible to learning and adapting to new processes, tools and ways of working

Qualifications and experience

Highly Desirable	Previous experience in administration, project management support and/or business improvement
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Working at PSR

What we offer:

- negotiable salary entry points
- attractive 15.4% superannuation
- free car parking at Brindabella Business Park
- flexible working arrangements for working hours and work from home options
- salary sacrificing options including superannuation
- professional learning and development opportunities including:
 - training courses
 - e-learning
 - study assistance program offering financial support and time for study
- family friendly and work life balance provisions including:
 - 4 weeks of annual leave
 - ability to purchase leave
 - Christmas closedown
 - 18 days personal/carers leave
 - 18 weeks parental leave for primary carers
- support for diversity, good health and wellbeing, such as:
 - cultural, ceremonial and NAIDOC leave
 - Healthy Lifestyle Contribution
 - voluntary free annual influenza vaccination
 - access to Employee Assistance Program (EAP)
 - volunteer leave.

The terms and conditions for PSR employees can be found in the [PSR Enterprise Agreement 2024 – 2027](#).

Workplace diversity

PSR is committed to creating an inclusive work environment and is proud to be an equal opportunity employer and as such, we welcome and encourage applications from all diversity communities including Aboriginal and Torres Strait Islander peoples, gender, gender identity, people with disability, LGBTIQ+ people and people from diverse linguistic and cultural backgrounds.

Ongoing suitability

All APS employees are required to comply with the APS Code of Conduct, including to at all times, behave in a way that upholds the APS Values and Employment Principles, and the integrity and good reputation of the PSR and the APS. This ensures public trust in the impartiality and reputation of the APS. Employees must also disclose any real or perceived conflicts of interest. To learn more please refer to the [APS Values and Code of Conduct in Practice](#).

About the process

PSR uses a range of assessment options and processes to assist in selecting suitably qualified and experienced applicants. We uphold the [Merit Principle](#), and our processes are designed to select the right people for our roles.

Recruitment process and indicative timeline

- Applications close - Sunday, 18 May 2025
- Interviews – week commencing Monday, 26 May 2025
- Referee checks completed post interview
- Outcomes advised – week commencing Monday, 2 June 2025 (*subject to change*).

What are the steps?

Apply	<p>Complete and submit your Applicant Cover Sheet, 'pitch' (see below) and a resume of no more than three pages.</p> <p>In exceptional circumstances an application may be accepted after the advertised closing date. Applicants who require an extension must discuss with the contact person at least 24 hours prior to the vacancy closing date.</p>
Shortlist	<p>Applicants for this process will be assessed on their written application using the APS Work Level Standards (WLS).</p>
Interview	<p>Shortlisted applicants will be invited to attend an interview. Interviews may be held in person, by phone or via MS Teams. Interview panels are usually comprised of three members. Applicants should be prepared at interview to discuss examples of</p>

past and present behaviour detailing specific achievements and challenges faced.

For some processes, the selection panel may use alternative or additional assessment approaches (such as a written exercise) to determine applicant suitability. Applicants will be advised in these situations.

Referees	<p>Referees may be contacted for further assessment of suitability.</p> <p>References are usually only sought for applicants under consideration for the position or the merit pool. Nominated referees should be able to comment on and rate your recent work performance.</p> <p>The selection panel can request a written report or seek verbal referee comments at any stage of the selection process.</p> <p>Please advise the selection panel of any sensitivity around contacting referees.</p>
Process complete	<p>After the Delegate has approved the process, a merit pool may be established. All applicants will be notified of their outcome.</p>

How to apply

Your application should be addressed to the contact person and submitted via email to [HR Enquiries](#). If you are having any difficulties submitting your application, please contact the HR Officer on 0476 876 168.

As part of your application, you will need to provide:

- your 750 words 'pitch' detailing your relevant skills and experience against the duties, responsibilities and expectations of the role
- your current resume of no more than three pages
- the name and contact details of two referees
- completed Applicant Cover Sheet (available on the [PSR website](#))

Pitch

Please prepare a 'pitch' of no more than 750 words to describe how your skills and experience would contribute to the position within PSR. Please ensure that you address the outlined expectations of the role and the position requirements (see [About the Position](#) section) when preparing your pitch.

Your pitch is your opportunity to tell us why you are the right fit for a position with the PSR. Tell us why you want to work for us, and why you are interested in the advertised role. We want to know how your skills and experience would contribute to the role and the work of PSR. Make sure to highlight relevant examples and accomplishments that demonstrate your ability to perform the role.

Use of the **STAR** method (**S**ituation, **T**ask, **A**ction, **R**esult), or equivalent, can be an approach adopted to articulate your examples. Further information on the **STAR** method can be found in the [APS Cracking the Code](#) and will help you understand the requirements, prepare and complete your application. Information for Aboriginal and Torres Strait Islander applicants is available in [Section 5 - Cracking the Code](#).

Information on the required skills and capabilities for a role at this level can be found in the APS [Work Level Standards](#) available on the Australian Public Service Commission website.

Communication from PSR

Please ensure the contact information you supply is up to date. If you are selected for an interview, you will be contacted via your preferred contact method indicated on the Applicant Cover Sheet.

You can update your contact details or withdraw your application at any time by emailing [HR Enquiries](#).

Merit pool

This recruitment process is being used to fill current and future ongoing and non-ongoing vacancies. A merit pool of suitable applicants may be created which may be used to fill vacancies for similar roles in PSR should they become available over the next 18 months.

Non-ongoing vacancies will be offered for an initial period of up to 12 months.

Should a position become ongoing, then the merit pool established through this selection process may be used to fill the vacancy on an ongoing basis.

If you are placed in a merit pool, you can consent to your application/information being shared with other Commonwealth Agencies to fill similar roles in the APS.

RecruitAbility

PSR is committed to supporting employment and career development of people with disability. Our participation in APS RecruitAbility means we will progress an applicant with disability to a further stage in the recruitment process, where they opt into the RecruitAbility Scheme and meet the minimum requirements of the agency.

If you identify as a person with a disability, you can 'opt in' for RecruitAbility on the Applicant Cover Sheet.

Further information on [RecruitAbility](#) is available on the Australian Public Service Commission's website.



Reasonable adjustments

PSR is open to facilitating reasonable adjustments to ensure that you can participate equitably in the recruitment process. Reasonable adjustments are not limited to persons with disability. For example, reasonable adjustments may include additional time to complete recruitment tasks, accessible computer hardware and software, or individual needs relating to illness or injury. Please discuss your needs with the contact person at any stage of the recruitment process. Requests will be managed sensitively and confidentially.

To find out more about reasonable adjustment you can contact the HR Officer on 0476 876 168 or [HR Enquiries](#). Further information regarding [reasonable adjustments](#) is available on the Australian Public Service Commission's website.

Privacy

Information supplied for this selection process will be used for selection purposes only and can be used for a period of 18 months from advertising. Files will be stored electronically and accessed by the Human Resources team, hiring managers and selection panel members.

Further information can be found in the [PSR Privacy Policy](#).

Further information

Please contact PSR HR on 0476 876 168 or email [HR Enquiries](#) for further information on how to apply for this position.



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