



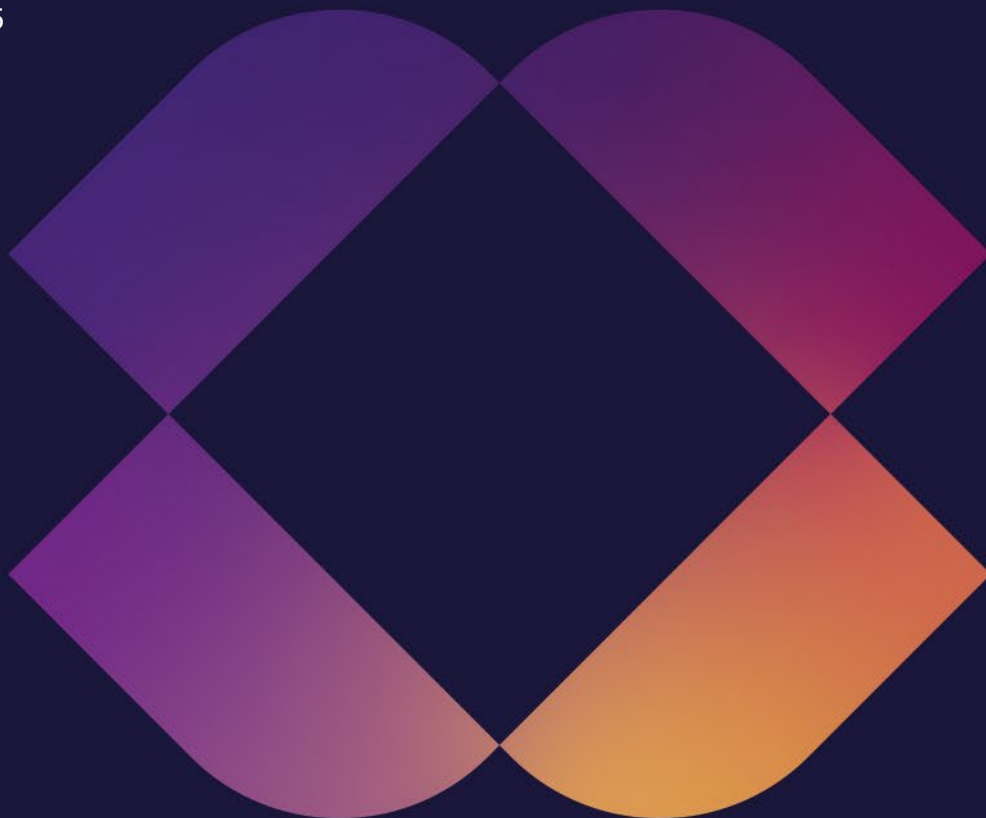
Australian Government
Professional Services Review

Candidate Information Kit

SES Band 1 General Manager

(\$225,279 - \$271,793 plus 15.4% superannuation)

Prepared
18/06/2025



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.

SES Band 1 General Manager

Reference number	5/2025
Position title	General Manager
Classification / Salary	SES Band 1 (\$225,279 - \$271,793) plus 15.4% superannuation
APS Job Family	Senior Executive
Business unit	Executive
Location	Canberra, ACT
Employment status	Ongoing
Security clearance	Ability to obtain and maintain a Negative Vetting 1 security clearance.
Contact person	Katrina Hargreaves HR Manager Tel: 0427 153 568
Closing date	11.59pm (AEST) on Sunday, 6 July 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) is enabled by the Health Insurance Act 1974 (HI Act). PSR includes three types of governance 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 (DA) 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 child dental benefits scheme (CDBS) and the pharmaceutical benefits scheme (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 General Manager reports to the Director of PSR and is responsible for leading the Case Management Unit and the Corporate Support Unit.

The Case Management Unit supports the Director, Associate Directors, Committees and the DA to manage and progress cases which have been referred to PSR within the key performance indicator targets.

The Corporate Support Unit supports all aspects of corporate functions including executive and secretariat support, corporate governance, communications, parliamentary, ICT, finance, human resources, procurement, property and security.

About the position

The General Manager is responsible for the efficient management of PSR and reports directly to the Director, who is a statutory office holder. The General Manager will provide strategic, technical and operational advice and leadership in relation to broader agency objectives and will collaborate within the agency and share experience on matters of significance to the PSR scheme, governance, compliance and whole-of-government matters.

The General Manager is accountable for managing agency risk, having regard to whole of government considerations, the Medicare regulatory landscape and the unique work of PSR. The General Manager is also accountable for managing PSR's governance and compliance frameworks, having regard to whole-of-government priorities and reforms.

As a key member of the Executive Management Team, the General Manager identifies the strategic priorities of the agency and is responsible for implementing work projects that align with these priorities.

The General Manager is responsible for designing and cultivating high-performing legal and corporate teams with the skills and experience required to support the agency both now and into the future.

The General Manager provides advice to the Director on a range of governance matters including privacy and secrecy provisions, freedom of information (FOI), contracts and procurement, and *Public Governance, Performance and Accountability Act 2013* (PGPA Act) compliance.

The General Manager will model behaviours and expectations that are set out in the Secretaries' Charter of Leadership Behaviours and within the construct of the APS Values and Code of Conduct.

Duties and responsibilities

The General Manager's duties include:

- leading the General Counsel who manages the Case Management Unit as well as the Chief Operating Officer and Chief Financial Officer who are responsible for the Corporate Support Unit

- providing overall leadership of and taking responsibility for the structure and capability of staff across the agency, including building and developing high performing teams to deliver the core priorities of the agency, ensuring staff have adequate and structured training and development opportunities, attractive career pathways and that appropriate staff can be recruited and retained
- anticipating and supporting the Director in establishing the strategic priorities and direction of the agency, taking responsibility for managing resources and capabilities and encouraging continuous business improvement
- ensuring the effective governance, business planning and continuity arrangements of PSR and overseeing the agency's compliance framework
- providing expert advice to the Director in their capacity as the Accountable Authority and Agency Head on strategic and operational enabling services matters including in relation to matters such as corporate governance, conflicts of interest, risk management and privacy
- as Chief Risk Officer, taking responsibility for the framework and governance for managing risk and providing an advisory role to support the Director in their capacity as the Accountable Authority in understanding PSR's capability to manage risk in-line with its risk profile
- as Chief Security Officer, providing strategic oversight of PSR's protective security arrangements
- building and maintaining effective and productive networks with the Department of Health, Disability and Ageing and with other stakeholders
- representing PSR at various forums including stakeholder forums, with the Department of Health, Disability and Ageing, and at Senate Estimates
- exercising delegated human resources and financial functions and powers and delegated functions and duties under the *Public Interest Disclosure Act 2013*
- participating in PSR's quarterly Audit and Risk Committee meetings
- contributing to decisions made by PSR's executive leadership.

Expectations of the role

In addition to the SES Work Level Standards, APS Values and Secretaries' Charter of Leadership Behaviours, the role requires the following job specific capabilities and experience:

- demonstrated highly developed liaison and negotiation skills, to enable engagement with PSR's key stakeholders including the Department of Health, Disability and Ageing, and engagement with team members in an approachable manner
- demonstrated highly developed communication skills, including a business and customer focus and a pro-active approach to problem solving and influencing
- innovation in leading legal and enabling areas, proactively identifying opportunities for improvement and taking responsibility for implementation of change
- ability to lead the strategic direction of PSR and create a shared sense of purpose to deliver reform and drive continuous business improvements
- demonstrated understanding of public sector legislation and frameworks
- strategic thinking capability, including strong analytical and problem-solving skills, and the ability to provide expert advice on strategy development, risk management and audit, corporate planning and reporting process that enable PSR to comply with relevant legislation and achieve its goals

- ability to confidently influence and guide the Executive Management Team in planning, reporting, decision making, risk and compliance
- highly motivated and agile, with an ability to anticipate opportunities and encourage creativity and innovative ideas
- ability to meet deadlines and work to support agency priorities.

Qualifications and experience

Mandatory	Relevant tertiary qualifications in business administration, public administration, finance, or related fields.
Highly Desirable	Significant Senior Executive leadership experience in complex environments, preferably within the legal and/or public sector.

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.

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, 6 July 2025
- Interviews – week commencing Monday, 21 July 2025
- Referee checks completed post interview
- Outcomes advised – week commencing Monday, 11 August 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.</p> <p>Interview panels are usually comprised of three members. Applicants should be prepared at interview to discuss examples of past and present behaviour detailing specific achievements and challenges faced.</p> <p>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.</p>
Referees	<p>Referees may be contacted for further assessment of suitability. 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>

The selection panel can request a written report or seek verbal referee comments at any stage of the selection process.

Please advise the selection panel of any sensitivity around contacting referees.

Process complete	After the Delegate has approved the process, a merit pool may be established. All applicants will be notified of their outcome.
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How to apply

Your application should be submitted via email to Katrina.hargreaves@psr.gov.au. If you are having any difficulties submitting your application, please contact 0427 153 568.

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, knowledge and experience would make you suitable for 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.

It is strongly recommended that you read the APS [Work Level Standards](#) and the [APS Integrated Leadership System](#) before addressing your application, particularly the capabilities required to be successful at the classification level you would like to be selected for.

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 Katrina.hargreaves@psr.gov.au.

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 (APSC) 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 please speak to the contact person. Further information regarding [reasonable adjustments](#) is available on the APSC 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 speak to the contact person for further information on how to apply for this position.

You can learn more about PSR via our website: psr.gov.au.

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



Professional Services Review

www.psr.gov.au