



## Work Level Standards – APS LEVEL 1

### POSITION SUMMARY

Positions at this level in the APVMA work under close supervision and direction. Basic clerical and client service skills are expected at this level. APS 1 positions may cover a broad range of job functions across the APVMA's programs.

Within their particular areas of knowledge and experience, staff at this level may be responsible for:

- Providing clerical, keyboard and other data entry, recording or processing functions.
- Delivering some client service, under close supervision and using established guidelines and procedures.
- Providing a limited range of administrative support functions to a work team or APVMA program area or as directed by their supervisor and/or manager.
- Utilising technology for a range of administrative support functions.
- Assisting more experienced staff in responding to written and telephone requests for information.
- Providing file and record creation and maintenance services.
- Receiving, recording and distributing mail, files and correspondence.
- Maintaining office equipment, stores and supplies for a work area.
- Storing and sharing information using organisational information management instructions, guidelines and principles.

At this level, work quality and content are subject to close supervision or checking by more senior staff. Problems encountered by staff at this level can usually be solved with reference to established procedures and instructions. Assistance is available for staff at this level when confronted with problems of increasing complexity.

### WORK VALUE REQUIREMENTS

Typically, work at this level will require skills and attributes in some or all of the following areas:

- Staff are expected to apply principles and practices relating to workplace diversity, a safe working environment and workplace participation.
- Staff are expected to conduct work in a manner displaying a high level of discretion and integrity consistent with relevant policies and legislation.
- Work at this level is performed under close supervision and direction and will demonstrate an understanding of team work.
- Work at this level is performed within clearly defined procedures and systems and under close supervision and direction. Work quality and content will be subject to regular checking and monitoring by more senior staff.
- Precision and accuracy in work processes is expected even where tasks are repetitive and routine.

## CORE FUNCTIONS

A range of tasks and activities characterise positions at this level. Typical tasks and duties may include:

- Respond to written and telephone requests for straightforward, routine information from staff, clients and stakeholders.
- Assemble, collate, photocopy and file documents and correspondence as required.
- Maintain work area files and recording systems.
- Check the accuracy of recorded information.
- Receive, dispatch and record correspondence, documents and files.
- Prepare basic correspondence using agreed formats and proformas.
- Perform keyboard tasks including data entry and word processing.
- Operate and maintain a range of office equipment.
- Control work area stationary and equipment requirements and the distribution of stores.
- Provide general administrative support to more senior staff, as directed by supervisor or manager.
- Store and share information in compliance with organisational information management instructions, guidelines and principles under the leadership and responsibility of a team leader

## CAPABILITES

A range of skills and knowledge underpin effective performance for positions at this level. Common capabilities may include:

- Communication and interpersonal skills that can be applied to client service and staff liaison.
- Administrative and organisational skills.
- Commitment to client service and responsiveness.
- Ability to categorise and compile information.
- Effective teamwork skills to ensure contribution to working towards a common objective.
- Keyboard and basic data entry skills.
- Basic information and file management skills including knowledge of storage, retrieval and maintenance procedures.
- Operational knowledge and proficiency in the use of work area computer packages.
- Clerical checking skills, precision and accuracy.
- Basic knowledge of guidelines, procedures and activities pertaining to a particular work area.



## Work Level Standards - APS LEVEL 2

### POSITION SUMMARY

Positions at this level in the APVMA work under general supervision and direction. Basic clerical and client service skills are expected at this level. APS 2 positions may cover a broad range of job functions across the APVMA's programs.

Within their particular areas of knowledge and experience, staff at this level may be responsible for:

- Liaising with clients and other agencies in a specific work area or defined area of responsibility.
- Delivering an effective client service in a relevant team.
- Responding to routine requests for information.
- Providing a range of administrative support functions to a work team / program or as directed by supervisor and or manager.
- Preparing information for use by more experienced staff.
- Maintaining information databases including data entry, file maintenance and systems administration support.
- Distributing correspondence and monitoring correspondence flow.
- Applying knowledge of specific operational or technical instructions, procedures and guidelines to a specific work area.
- Storing and sharing information using organisational information management instructions, guidelines and principles

At this level, work quality and content are subject to general supervision or checking by more senior staff. Problems encountered by staff at this level can usually be solved with reference to established procedures and instructions and under general guidance.

### WORK VALUE REQUIREMENTS

Typically, work at this level will require skills and attributes in some or all of the following areas:

- Staff are expected to apply principles and practices relating to workplace diversity, a safe working environment and workplace participation.
- Staff are expected to conduct work in a manner displaying a high level of discretion and integrity consistent with relevant policies and legislation.
- Effective client service is important at this level.
- Routine requests are expected to be met with minimal direction.
- Work at this level is performed under general supervision and direction and will demonstrate and participate with a collaborative team-work approach.
- Work at this level is performed within clearly defined procedures and systems and under general supervision and direction. Work quality and content will be subject to regular checking and monitoring by more senior staff.
- Precision and accuracy in work processes is expected even where tasks are repetitive and routine.

## CORE FUNCTIONS

A range of tasks and activities characterise positions at this level. Typical tasks and duties may include:

- Respond to routine requests for information from internal and external clients.
- Analyse routine financial, resources and statistical information and prepare information for more senior staff.
- Prepare minor correspondence.
- Maintain registers and information databases including updating data entry and data retrieval.
- Examine information from a range of sources for accuracy/quality.
- Provide sound quality administrative support.
- Assist in the preparation and distribution of publications, bulletins and reports.
- Manage office supplies for a work area.
- Co-ordinate and monitor correspondence flow including file administration and maintenance.

## CAPABILITES

A range of skills and knowledge underpin effective performance for positions at this level. Common skills and knowledge may include:

- Client service skills including the ability to address clients needs.
- Sound communication and interpersonal skills.
- Effective teamwork skills to facilitate co-operation by team members towards common goals.
- An ability to participate in planning and organising to support work team.
- Data entry and basic data analysis skills.
- Broad-based proficiency in using technology including systems operations, systems maintenance and operating and maintaining equipment.
- Information and file management skills including information/file storage and retrieval and maintenance.
- Broad level of organisational awareness and knowledge of Australia's regulatory procedures.
- Working knowledge of guidelines, procedures and activities pertaining to a particular work team.



## Work Level Standards – APS LEVEL 3

### POSITION SUMMARY

Positions at this level in the APVMA work under the general supervision and direction. Sound clerical and client service skills and some specific technical skills may be expected at this level. An understanding of the role and responsibilities of the APVMA including a general understanding of relevant legislation, regulatory and compliance frameworks is expected. APS 3 positions may cover a broad range of job functions across the APVMA's programs.

Within their particular areas of knowledge and experience, staff at this level may be responsible for:

- Liaising with and delivering general services to internal and external clients and service providers.
- Providing a broad range of administrative and clerical support functions to a work or program area or as directed by a supervisor.
- Providing routine information and limited interpretation on less complex aspects of existing legislation, policies, guidelines, standards and regulations.
- Drafting correspondence that varies in complexity from routine, procedural correspondence to more comprehensive briefings or research under supervision.
- Undertaking project work under specific direction.
- Preparing applications for assessment.
- Resolving issues under appropriate guidance, particularly as they relate to internal and external requests for information.
- Maintaining APVMA databases as appropriate.
- Creating, storing, sharing and managing information using APVMA quality systems, guidelines and principles.
- Exercising prescribed delegations or checking the quality, accuracy and integrity of services, payments, provisions, supplies or information.

Positions at this level require the capacity to work independently or as part of a team under general supervision and direction and against established priorities, practices, methodologies, precedents and delegations. Supervisors and/or managers would routinely monitor work output.

### WORK VALUE REQUIREMENTS

- Staff are expected to apply principles and practices relating to workplace diversity, a safe working environment and workplace participation.
- Staff are expected to conduct work in a manner displaying a high level of discretion and integrity consistent with relevant policies and legislation.
- Liaison and client service are central features at this level. In dealing with internal and external clients, the provision of quality advice and services is essential together with a responsive, honest, open and flexible approach.
- Work at this level is performed under general supervision and direction with the expectation that individuals, independently or as part of a team will appreciate how their role contributes to meeting the objectives of the APVMA's operational / corporate plans.
- High accuracy and attention to detail is required however it is expected that work will be routinely monitored and checked.
- Decision-making is generally of limited procedural or administrative importance and within established parameters, guidelines, principles, practices, methodologies and precedents. There maybe some requirement for the application of judgement and limited discretion in problem-solving and decision-making in certain contexts although advice on appropriate action would generally be sought from more experienced staff.
- Positions are likely to involve the co-ordination of one's own tasks and work flow.
- Work at this level may involve regular rotation across work areas and projects.

## CORE FUNCTIONS

A range of tasks and activities characterise positions at this level. Typical tasks and duties may include:

- Respond to routine requests with service providers, internal and external Government and non-Government clients on day-to-day operations.
- Maintain and use information databases including data entry and data retrieval tasks.
- Provide services such as answering client enquiries and processing of applications.
- Draft written responses to clients and the general public.
- Provide administrative and clerical support to program area as directed by supervisor and/or manager.
- Plan work, develop objectives for short-term tasks and provide input to planning for short-term initiatives.
- Co-ordinate and monitor correspondence flow.
- Ensure work is completed within timeframe and carried out to quality system requirements.

## CAPABILITES

A range of skills and knowledge underpin effective performance for positions at this level. Common skills & knowledge may include:

- Well developed clerical skills and sound knowledge of program operations and procedures.
- Sound organising and prioritising skills to ensure delivery against agreed goals and objectives.
- Well developed communication and interpersonal skills ensuring productive working relationships.
- Ability to understand clients' needs and ensure client service delivery meets these needs.
- Demonstrate a collaborative team-work approach to ensure team objectives are met.
- Ability to identify and solve problems and to deal effectively with day-to-day operational issues.
- General analysis and evaluation skills to produce findings that can inform decision-making or team plans.
- Proficiency in using contemporary technology including purpose built systems and generic software packages.
- Information management skills including information storage, retrieval.
- Sound knowledge of the APVMA's policy and the legislative framework.



## Work Level Standards - APS LEVEL 4

### POSITION SUMMARY

Positions at this level in the APVMA work under the general supervision and direction of staff at a range of levels. Sound knowledge of the APVMA's functions and a good understanding of relevant legislation, regulatory and compliance frameworks is expected. APS4 positions may cover a broad range of job functions across the APVMA's programs.

Within their particular areas of knowledge and experience, staff at this level may be responsible for:

- Liaising with and delivering general services to internal and external clients and service providers.
- Contributing to the planning of operations of a specific service/task within a work team or program.
- Providing a broad range of administrative support functions to a work team / program or as directed by supervisor and or manager.
- Providing general information on legislation, policies, guidelines, standards and regulations.
- Preparing correspondence that varies in complexity from routine, procedural correspondence to more complex briefings, research or reports.
- Providing work-based training for team members.
- Representing the work team in a variety of forums.
- Resolving issues that range in complexity and sensitivity particularly as they relate to internal and external requests for information.
- General researching and drafting reports and submissions in specific service, support, technical, information or policy areas that ranges in complexity.
- Managing information databases.
- Store and share information using organisational information management policies and guidelines.
- Certifying, reviewing or checking the quality, accuracy and integrity of services, payments, provisions, supplies or information.

Positions at this level require the capacity to work independently or as part of a team under general direction and against established priorities, practices, methodologies, precedents and delegations.

### WORK VALUE REQUIREMENTS

- Staff are expected to apply principles and practices relating to workplace diversity, a safe working environment and workplace participation
- Staff are expected to conduct work in a manner displaying a high level of discretion and integrity consistent with relevant policies and legislation.
- Liaison and client responsiveness are central features at this level. In dealing with internal and external clients, the provision of quality advice and services is essential together with a transparent approach. There is a clear emphasis on valuing clients and client service.
- High accuracy and precision in the application of work area knowledge and specific expertise are characteristics of work at this level. Appropriate attention to detail and delivery within specified timeframes are also key features.
- Decision-making is generally within established parameters directed by supervisors and managers. These include guidelines, principles, practices, methodologies and precedents, although there may be some requirement for the application of judgement and limited discretion in problem-solving and decision-making in certain contexts.
- Positions are likely to involve the direction, guidance and work-based training of staff. Positions contribute to the establishment and attainment of team goals and have responsibility for the achievement of specific outcomes within specified timeframes.
- Work at this level is performed under general supervision and direction with the expectation that individuals, independently or as part of a team, will contribute to the attainment of project and objectives that are consistent with APVMA's operational / corporate plans.
- Some positions at this level may work on a rotational arrangement.

## CORE FUNCTIONS

A range of tasks and activities characterise positions at this level. Typical tasks and duties may include:

- Provide advice and information on policies, procedures, requirements, regulatory practices and services.
- Respond with internal and external Government and non-Government clients in related or complementary roles.
- Monitor and report on financial, resources and statistical information.
- Manage information databases.
- Prepare relevant authorisations in relation to financial and human resource management practices and procedures.
- Prepare written responses to clients and stakeholders. Co-ordinate CEO documents and committee papers.
- Perform preliminary research and investigation work including the preparation of statistical reports on relevant program activities.
- Provide administrative and clerical support to committees and to program areas as directed by supervisors and managers.
- Arrange meetings and co-ordinate travel and administrative arrangements.
- Plan work, develop objectives for short-term tasks and provide input to planning for longer-term initiatives.
- Represent the team or work area in a range of forums, committees and roles.
- Administer and co-ordinate the delivery of specific organisational programs and services for internal or external clients.

## CAPABILITES

A range of skills and knowledge underpin effective performance for positions at this level. Common skills and knowledge may include:

- Well developed communication and interpersonal skills that can be applied to client, service provider and staff liaison to maintain productive working relationships.
- Commitment to a high level of client service and responsiveness and an ability to understand clients' needs and to tailor delivery to meet these needs.
- Well developed administrative and organisational skills to ensure project or service delivery against objectives.
- Sound time management skills.
- Demonstrate a collaborative team-work approach to ensure program objectives are met.
- Good judgement and sound problem-solving skills to deal with operational issues.
- General analysis and evaluation skills to produce findings that can inform decision making.
- Proficiency in using technology including systems operations, systems maintenance and operating and maintaining equipment.
- Information management skills including information storage, retrieval, analysis and interrogation.
- Sound knowledge of the APVMA's policy and the legislative framework.



## Work Level Standards – APS LEVEL 5

### POSITION SUMMARY

Positions at this level in the APVMA generally work under the limited guidance of supervisors and managers and may cover a broad range of job functions across the APVMA's programs. Sound knowledge of the APVMA's functions and a very good understanding of relevant legislation, regulatory and compliance frameworks is expected. APS5 positions may cover a broad range of job functions across the APVMA's programs including some supervisory responsibilities.

Within their particular areas of knowledge and experience, staff at this level may be responsible for:

- Providing advice on specific program, service or policy information to clients, service providers and stakeholders.
- Drafting relevant correspondence and instructions that range in content and complexity from routine, procedural correspondence to more complex technical reports.
- Interpreting legislation, policies, guidelines, standards and regulations and providing appropriate advice.
- Assisting in operational policy development and program implementation.
- Monitoring and ensuring client service standards are met.
- Providing administrative and secretarial support to management bodies, committees or programs.
- Providing IT and information management support services.
- Creating, storing, sharing and managing information using organisational information management policies and guidelines.
- Implementing changes for improved organisational processes and other Government initiatives.
- Liaising within the APVMA and with external clients and stakeholders representing the APVMA at various forums.
- Conducting specialist activities under supervision.
- Establishing priorities, methodologies and work practices and procedures.
- Certifying, reviewing or checking the quality, accuracy and integrity of services, payments, provisions, supplies or information.
- Supervising / managing processes, contributing to the setting of the direction of work priorities and practices, monitoring work flow and training and developing staff.

Positions at this level require the capacity to work independently or as a team leader under limited direction against established priorities, practices, methodologies, precedents and delegations.

### WORK VALUE REQUIREMENTS

- Staff are expected to apply principles and practices relating to workplace diversity, a safe working environment and workplace participation.
- Staff are expected to conduct work in a manner displaying a high level of discretion and integrity consistent with relevant policies and legislation.
- Liaison and client responsiveness are critical features of this level. In dealing with internal and external clients, the provision of quality advice, services and products is fundamental together with a transparent approach. There is a clear emphasis on identifying client needs and providing a valued quality client service.
- In the provision of advice and information and in policy formulation and implementation, there are significant demands for precision, attention to detail and accuracy of work within prescribed time frames.
- Work at this level is performed under limited supervision and guidance with the expectation that individuals, independently or as part of a team will contribute to the attainment of APVMA's corporate goals and objectives. Supervision is less direct than at lower levels and typically related to direction on methodologies, work practices and approaches.
- The provision of technical advice is provided under the broad guidance and limited supervision from supervisors and or managers.
- Responsibility for individual supervision or team management may be a requirement at this level. Positions are likely to involve the coaching, instructing and development of staff. Positions may have responsibility for setting, monitoring and achieving of specific outcomes.

## CORE FUNCTIONS

A range of tasks and activities characterise positions at this level. Typical tasks and duties may include:

- Respond and liaise with internal and external Government and non-Government clients in a valuable responsive manner.
- Interpret policies, procedures, requirements, regulatory practices and services to provide high quality client advice.
- Analyse, integrate, and evaluate verbal, numerical and/or technical information.
- Perform research and investigation work including the preparation of statistical reports on relevant activities.
- Administer work improvement initiatives and make recommendations for improved work systems and practices.
- Co-ordinate and arrange formal meetings, events, committees, working groups and provide administrative support to these activities.
- Co-ordinate the work practices of a team, area or program.
- Plan work, develop objectives for short-term tasks and contribute to strategic planning for longer-term initiatives.
- Manage IT and information management systems.
- Provide targeted information in general and specialist areas.
- Prepare procedural or technical manuals and guidelines.
- Assemble information to account for decisions and actions.
- Promote information management practices to ensure team understanding with organisational information management instructions, guidelines and principles

## CAPABILITIES

A range of skills and knowledge underpin effective performance for positions at this level. Common capabilities may include:

- A high level of communication and interpersonal skills that can be applied to clients, service providers and staff to build productive working relationships and effectively co-ordinate work activities.
- Demonstrate high level client service skills, in particular the ability to communicate information about relevant legislation, policies and procedures.
- Sound project management skills to ensure delivery against specific objectives.
- Change management and facilitation skills to deal with external and internal change processes.
- Good judgement and sound problem-solving skills to deal with less complex and sometimes sensitive organisational issues.
- Analysis and evaluation skills including synthesis and interpretation of a range of quantitative and verbal information.
- Resource and time management skills.
- General reasoning skills emphasising technical and critical reasoning.
- Exceptional clerical and administrative capabilities that support organisational information policies and practices.
- Knowledge of relevant procurement and contract management guidelines.
- Broad knowledge of the APVMA's policy and the legislative framework.



## Work Level Standards – APS LEVEL 6

### POSITION SUMMARY

Positions at this level in the APVMA generally work under the limited guidance of a supervisor or manager and may cover a broad range of job functions across the APVMA's programs.

Within their particular areas of expertise and technical knowledge, staff at this level may be responsible for:

- Contributing to the planning/developing and implementation of organisational policies and objectives.
- Delivering outcomes against corporate objectives that meet quality standards.
- Providing Secretariat support for committees, panels or working parties.
- Providing advice, direction and interpretation on legislation, policies, guidelines standards and regulations.
- May be required to supervise a team to ensure that organisational objectives are met.
- Guiding and training team members.
- Consulting, liaising, advising and negotiating with clients including internal and external government agencies and non-government clients.
- Representing the organisation in a variety of forums involving internal and external clients and service providers.
- Resolving issues that range in complexity and sensitivity. Problems will generally be resolved with reference to precedents or established policies and practices and under broad guidance by more experienced staff.
- Researching and preparing reports and submissions in specific science, service, technical or policy areas.
- Monitoring and reporting on quality assurance issues.
- Undertaking, co-ordinating or providing scientific or technical analysis and evaluation.
- Creating, storing, sharing and managing information using organisational information management instructions, guidelines and principles.
- Maintaining knowledge of relevant legislative and reporting requirements, Australian and International standards, quality assurance procedures and best practice models.

Positions at this level require the capacity to work independently or as a team leader under limited direction against established priorities, practices, methodologies, precedents and delegations.

Sound, broad-based knowledge of the functions of APVMA and knowledge of relevant legislation, regulatory and compliance frameworks is expected.

### WORK VALUE REQUIREMENTS

- Staff are expected to apply principles and practices relating to workplace diversity, a safe working environment and workplace participation.
- Staff are expected to conduct work in a manner displaying a high level of discretion and integrity consistent with relevant policies and legislation.
- Work at this level is performed under limited supervision and guidance with the expectation that individuals, independently or as part of a team will contribute to the attainment of APVMA's corporate goals and objectives.
- Positions will deal with a variety of issues, responsibilities and roles and address problems and tasks that are both routine and of some complexity. It is not uncommon to be dealing with conflicting requests and competing time frames for delivery.
- Liaison and client responsiveness are critical features of positions at this level. In dealing with internal and external clients, the provision of quality advice, services and products is essential together with a transparent approach. There is a clear emphasis on valuing clients and client service.
- Positions carry a key level of responsibility and therefore require organisational knowledge, technical expertise, precision, accuracy and attention to detail. Work is carried out with an appropriate understanding of the impacts of performance and service delivery for the organisation.

- Decision-making is generally within established parameters, guidelines, principles, methodologies and precedents, although there may some requirement for innovative approaches to problem-solving and decision-making in certain contexts.
- Positions may involve guiding and training of staff. Positions may co-ordinate and facilitate team performance and have responsibility for the achievement of specific outcomes.

## **CORE FUNCTIONS**

A range of tasks and activities characterise positions at this level. Typical tasks and duties may include:

- Represent the organisation in a range of forums, committees and roles.
- Liaise with internal and external Government and non-Government clients.
- Provide advice and interpretation on policies, procedures, requirements, regulatory practices and services.
- Analyse, integrate and evaluate scientific, verbal, numerical and/or technical information; assess the likelihood of impacts/outcomes.
- Exercise delegations and responsibilities and ensure adherence to legal requirements.
- Prepare and administer written responses to clients. Prepare moderately complex briefs, manuals, reports, guidelines and policies in own area of expertise.
- Administer work improvement initiatives and make recommendations for improved work systems and practices.
- Establish information for proof, validation or evidence.
- Co-ordinate and arrange formal meetings, events, committees, working groups etc.
- Perform research and investigation work including the preparation of statistical reports on relevant activities.
- Co-ordinate the work practices of a team, area or program.
- Plan work, develop objectives for short-term tasks and contribute to strategic planning for longer-term initiatives; anticipate problems.
- Manage budgets and review expenditure. Exercise appropriate financial delegations.
- (For Supervisors) Provide guidance and training in information management to ensure team understanding and compliance with organisational information management instructions, guidelines and principles

## **CAPABILITIES**

A range of skills and knowledge underpin effective performance for positions at this level. Common capabilities may include:

- A high level of communication and interpersonal skills that can be applied to clients and staff to build productive working relationships.
- Well developed planning and organising skills combined with effective teamwork skills to ensure operational objectives are met.
- Demonstrate a high level of client service and a well developed awareness of the legislation and frameworks that underpin the roles and responsibilities of the APVMA.
- Change management and facilitation skills to deal with external and internal change processes.
- Good judgement and sound problem-solving skills to deal with moderately complex and often sensitive organisational related issues.
- An understanding of people management and leadership skills.
- Strategic thinking skills including visioning, perception and evaluation skills.
- Analysis and innovation skills including synthesis, idea generation and evaluation.
- Resource and time management skills.
- Well developed knowledge of the APVMA's policy and the legislative framework.
- Understands and supports the APVMA's vision, mission and business objectives.
- Demonstrates the relationship between organisational goals and operational tasks.



## Work Level Standards – APS EXECUTIVE LEVEL 1

### POSITION SUMMARY

Positions at this level in the APVMA generally work under the limited guidance of a manager and may cover a broad range of job functions across the APVMA's programs.

Within their particular areas of expertise and technical knowledge, staff at this level may be responsible for:

- Developing policies in a specific area of expertise. Providing operational policy advice. Analysing, negotiating or implementing policy initiatives.
- Providing scientific, technical or specialist advice to internal and external clients and stakeholders.
- Preparing a range of correspondence including briefs, routine or complex reports, CEO correspondence, submissions, presentations, guidelines, policy papers or marketing material in specific service, technical or policy areas.
- Representing the APVMA and the Australian Government in a variety of forums, nationally and internationally.
- Providing Secretariat support for committees, panels or working parties.
- Leading and supervising staff including providing coaching, guidance and training. Managing workflows, setting and monitoring priorities.
- Managing relationships with clients including Commonwealth, State and Industry bodies and non-Government clients. Developing strategic alliances within the regulatory framework.
- Representing the organisation in a variety of forums involving internal and external clients, nationally and internationally.
- Problem-solving or resolving issues or disputes that range in complexity and sensitivity.
- Researching, reviewing and evaluating applications/projects/programs and policies in specific scientific, operational, technical or policy areas.
- Managing finances, monitoring expenditure and advising on budget issues.
- Undertaking a range of contract/project/procurement management functions.
- Directing and co-ordinating quality assurance processes and practices including risk management assessment.
- Undertaking, co-ordinating or providing scientific or technical analysis and evaluation on more complex matters.
- Facilitating change management initiatives.
- Managing projects and co-ordinating cross-program activities.
- Creating, storing, sharing and managing information using organisational quality systems, guidelines and principles.
- Maintaining knowledge of relevant legislative and reporting requirements, Australian and International standards, quality assurance procedures and best practice models.

Positions at this level require the capacity to work independently or as a supervisor under general direction and in accordance with legislation, policies and standards.

Comprehensive knowledge of the functions of APVMA and knowledge of relevant legislation, regulatory and compliance frameworks is expected.

### WORK VALUE REQUIREMENTS

- Staff are expected to apply, promote and uphold the principles and practices relating to workplace diversity, a safe working environment and workplace participation.
- Staff are expected to conduct work in a manner displaying a high level of discretion and integrity consistent with relevant policies and legislation.
- Representation, liaison and client responsiveness are critical features of positions at this level. In dealing with internal and external clients, the provision of quality advice and services is essential together with a

professional, transparent approach within the APVMA frameworks. Advice and information may relate to complex issues and should incorporate a broad understanding of the relevant context and environment.

- Responsibility for the development and review of new systems, procedures, policies, methodologies and practices are often a feature of these positions.
- Positions carry a significant level of responsibility and therefore require higher level organisational knowledge, scientific/technical expertise, precision, accuracy and attention to detail. Work is carried out with a clear understanding of the impacts of performance and service delivery for the organisation.
- Work at this level is performed under general guidance from senior staff with the expectation that individuals, independently or as part of a team will show initiative in defining and contributing to the attainment of APVMA corporate goals and objectives.
- Decision-making is consistent with established parameters, guidelines, principles, methodologies and precedents, although initiative and professional judgement is expected to be applied to problem-solving and decision-making where necessary.
- Ensure closure and delivers on intended results including seeing projects or applications through to completion. Monitors progress and adjusts plans as required, commits to achieving quality outcomes.
- Takes personal responsibility for meeting objectives and progressing work and shows initiative and proactively pursues the required outcome.
- Commits energy and drive to ensure APVMA goals and objectives are achieved.
- Situations involving conflicting requests and competing time frames for delivery are commonplace at this level and positions are required to ensure that competing requests for services and/or resources are managed.
- Leadership and promotion of APVMA values are required at this level. Positions are likely to involve the coaching, mentoring, development of staff. Positions may co-ordinate and manage workflow and team performance and have responsibility for the achievement of specific outcomes.
- Positions at this level are expected to contribute to change initiatives, the implementation of Government reforms and corporate development strategies.

## CORE FUNCTIONS

A range of tasks and activities characterise positions at this level. Typical tasks and duties may include:

- Represent the APVMA in a range of forums, committees and roles and liaise with internal and external Government and non-Government clients. Develop strategic alliances within the regulatory framework.
- Provide scientific/technical or specialist advice on the development and interpretation of policies, procedures, requirements, regulatory practices and services.
- Analyse, integrate, evaluate complex scientific, verbal, numerical and/or technical information; assess the likelihood of impacts/outcomes and achievement of the required outcome.
- Undertake research and review and evaluate more complex applications, projects, programs and operational policies.
- Exercise delegations and responsibilities and ensure adherence to legal requirements.
- Exercise appropriate financial and human resource management delegations.
- Advise on budget issues and review expenditure.
- Prepare a range of written responses to clients, CEO, Board and the general public. Prepare complex briefs, manuals, reports, guidelines and policies.
- Develop, test, implement and maintain administrative, financial, IT or technical systems.
- Provide Secretariat support to committees or panels.
- Establish information for proof, validation or evidence.
- Direct and co-ordinate quality assurance practices and manage QA systems. Undertake risk assessment and risk management activities.
- Lead and co-ordinate cross-program activities.
- Participate in or manage projects of local, national or international significance. Undertake project planning, monitoring and review.
- Supervise and provide leadership to staff in day-to-day work activities. Evaluate performance, develop staff and manage underperformance. Coach, mentor and guide team members.
- Contribute to setting and planning strategic directions for program and APVMA delivery.
- Co-ordinate marketing and information dissemination activities.
- Undertake a range of contract/procurement management activities including contract development, negotiation and the management of contractors.

- Undertake more complex application/case management.
- Develop business cases, reports and findings in area of expertise.

## CAPABILITIES

A range of skills and knowledge underpin effective performance for positions at this level. Common capabilities may include:

- A high level of communication and interpersonal skills that can be applied to clients, staff and service providers to establish and maintain internal and external networks and to represent the APVMA in a variety of forums.
- Leadership and effective teamwork skills including the ability to determine workflow priorities, assume responsibility for delivery and the development, coaching and guidance of staff.
- Highly developed planning and organising skills combined with a high level of commitment to quality client service.
- A high level of organisational awareness and change management and facilitation skills to initiate and implement external and internal change processes.
- Well developed influencing, negotiation, conflict resolution and mediation skills to deal with more complex and often sensitive organisational issues.
- Sound strategic thinking orientation including visioning, perception and evaluation skills and the ability to assess organisational impacts, risks and benefits.
- Highly developed critical thinking, analysis and innovation skills including synthesis, idea generation and evaluation.
- Judgement and problem-solving skills of a high order that can be applied to more complex applications, operational issues and case management activities.
- An ability to seek feedback from stakeholders and a commitment to continuous improvement.
- A high level of integrity and discretion maintaining focus on quality to achieving key outcomes.
- Comprehensive knowledge of all facets of public sector management and administration.
- Comprehensive knowledge of the APVMA's operational policy and the legislative framework and boundaries within which APVMA operates including organisational priorities and goals.
- Understands and actively promotes the APVMA's vision, mission and business objectives.
- (For Supervisors) Provide leadership and promote information management to ensure team understanding and compliance with organisational information management instructions, guidelines and principles



## Work Level Standards – APS EXECUTIVE LEVEL 2

### POSITION SUMMARY

Positions at this level in the APVMA generally work under the limited guidance of a Program Manager or CEO and may cover a broad range of job functions across the APVMA's programs.

Within their particular areas of expertise and science/ technical knowledge, staff at this level assume a high level of responsibility within a section or specialist area for:

- Leading /managing staff across a section or specialist area. Developing staff and building commitment within the functional area towards APVMA objectives.
- Ensuring efficient work practices throughout the section, program or specialist area in accordance with quality assurance practices and best practice models.
- Developing strategy, operational policies, priorities and work practices for a specialist area, section or program to achieve results in line with APVMA corporate goals and objectives.
- Business planning and budgeting in the context of implementing and managing policy and program initiatives.
- Providing scientific, specialist and strategic operational policy advice to management and the CEO on complex matters in a specialist area.
- Coordinating high level, complex scientific / project work. Being responsible for the achievement of specified project outcomes.
- Managing relationships with internal and external clients and stakeholders, including Commonwealth, State and Industry bodies and non-Government clients. Resolving complex industry and client negotiations. Promoting and supporting strategic alliances within the regulatory system.
- Overseeing and preparing a range of more complex correspondence including Ministerial and Board submissions, CEO and organisational briefs, corporate documentation, or high-level scientific/technical documents.
- Providing Secretariat support for organisational and government committees.
- Representing the APVMA and the Australian Government in a variety of forums, nationally and internationally.
- Analysing program performance in specific scientific, operational or technical areas.
- Being responsible for the development of budgets, management of finances, reporting and monitoring of expenditure and financial targets within a section, program or specialist area.
- Managing continuous improvement processes and risk within a section, program or specialist area. Planning and implementing change management initiatives.
- Researching, reviewing, evaluating and making decisions on applications, projects/programs and operational policies in specific scientific, operational or technical areas.
- Managing multiple projects and co-ordinating cross-program and collaborative activities.
- Maintaining a high level of knowledge of relevant legislative and reporting requirements, Australian and International standards, quality assurance procedures and best practice models; including contribution to establishing national and international agreements on standards and practices.

Positions require the capacity to work independently or as a team leader under broad direction and in accordance with relevant legislation, policies and standards. Comprehensive knowledge of the functions of APVMA, relevant legislation, regulatory and compliance frameworks is expected.

### WORK VALUE REQUIREMENTS

- Staff are expected to apply, promote and uphold the principles and practices relating to workplace diversity, a safe working environment and workplace participation.
- Staff are expected to conduct work in a manner displaying a high level of discretion and integrity consistent with relevant policies and legislation.

- Representation at senior management or CEO level, liaison with key stakeholders and client responsiveness are critical features of positions at this level. In dealing with internal and external clients, relationship development and management is critical and the resolution of complex issues may be required. Advice and information may relate to complex issues that have implications for the community, environment and trade.
- Individuals require high level and in-depth knowledge of the regulatory system and the organisation and advanced scientific, technical and management expertise.
- Work is carried out with a clear knowledge of the impacts of performance and service delivery on the APVMA, the Australian people and animals, the environment and trade.
- Positions at this level take responsibility for initiating the development of new systems, procedures, operational policies, methodologies and practices in response to current and future organisational and client needs.
- Positions carry a significant level of responsibility for the influencing and implementing operational policy and programs and for achieving successful outcomes.
- Work at this level, while under the broad direction of Program Managers, requires a high level of independent control and responsibility for achieving outcomes. Individuals must demonstrate initiative in developing and implementing a strategic direction for the section, program or specialist area that is consistent with broader APVMA strategic objectives.
- Decision-making on strategic, operational policy, financial and resourcing issues is complex and needs to be consistent with established parameters, guidelines, principles, methodologies and precedents. Individuals at this level are expected to demonstrate astute judgement and responsiveness to critical demands.
- Situations involving conflicting requests and competing time frames for delivery are commonplace at this level. Positions must take responsibility for ensuring that competing requests for services and/or resources are managed effectively.
- Positions are often responsible for the allocation and management of expenditure and ensuring that financial targets for the work team or project area are met.
- Staff management and team leadership is a critical requirement at this level. Positions are responsible for the resourcing of teams, providing direction to staff and developing staff capabilities to ensure optimum team performance and productivity and the achievement of specific outcomes within the section or specialist area.
- Positions at this level are expected to manage and be accountable for change initiatives relevant to the section/program/specialist area, the implementation of Government reforms, APVMA reforms and organisational development strategies.

## **CORE FUNCTIONS**

A range of tasks and activities characterise positions at this level. Typical tasks and duties may include:

- Lead and manage staff. Develop, coach and mentor staff and build commitment within the team towards corporate objectives. Ensure efficient work practices.
- Influence and develop strategy, operational policies, priorities and operational practices to achieve results in line with APVMA corporate goals and objectives.
- Manage and take responsibility for planning, budgeting, implementing and managing policy and program initiatives within a section or specialist area.
- Provide detailed and complex scientific or specialist policy advice to program management and the CEO.
- Manage high-level project work and take responsibility for the achievement of specified project outcomes.
- Promote, establish and manage relationships with staff, internal and external clients, service providers and stakeholders, including Commonwealth, State and Industry bodies and non-Government clients.
- Resolve complex industry and client negotiations and promote and support strategic alliances within the regulatory system.
- Oversee, prepare and deliver a range of correspondence including but not limited to clients, CEO Board and the general public. Prepare complex briefs, manuals, reports, guidelines and policies.
- Establish information for proof, validation or evidence.
- Represent the organisation and the Australian Government in a variety of forums nationally and internationally.
- Analyse program performance in specific scientific, operational, technical or operational policy areas.
- Take responsibility for the development of budgets, management of finances, procurement and contract management, personnel resourcing, and monitoring of expenditure within the section or specialist area.
- Manage continuous improvement processes and risk within a section or specialist area.
- Provide leadership in information management to ensure team understanding and compliance with organisational information management instructions, guidelines and principles

## CAPABILITES

A range of skills and knowledge underpin effective performance for positions at this level. Common capabilities may include:

- Highly developed knowledge in a scientific, policy, specialist or technical field.
- Highly developed communication and interpersonal skills that can be applied to promoting, developing and managing relationships within the APVMA, with senior management and the CEO, client organisations, service providers and agencies and to represent the organisation in a variety of national and international forums.
- Leadership and effective teamwork skills including the ability to articulate organisational and functional objectives, determine operational priorities and motivate and develop staff to achieve organisational objectives and outcomes.
- Highly developed strategic planning and project management skills combined with a high level of commitment to quality client service.
- Highly developed public sector management and administration knowledge and skills, including the ability to structure the functions of a team for maximum efficiency in service delivery.
- A high level of awareness of the organisational, community, political and economic environment
- The ability to initiate and implement external and internal change processes. Knowledge and skill in change management planning and implementation.
- Highly developed influencing, negotiation, conflict resolution, mediation and media liaison skills. Ability to deal with complex and often sensitive organisational related issues at senior levels within the organisation and externally.
- Strong strategic thinking orientation including visioning, perception and evaluation skills and the ability to assess organisational impacts, risks and benefits.
- Highly developed scientific and critical thinking, analysis and innovation skills including synthesis, idea generation and evaluation where there are multiple clients involved and complex political, social and economic issues.
- Judgement and problem-solving skills of a high order that can be applied to complex operational, strategic and scientific issues.
- Regularly seeks feedback from stakeholders and clients to gauge their satisfaction to ensure continuous improvement.
- A high level of integrity and discretion maintaining focus on quality to achieving key outcomes.
- Comprehensive knowledge of the regulatory framework and the legislative boundaries within which APVMA operates including organisational priorities and goals.
- Ability to generate, evaluate and integrate ideas and to apply analytical problem-solving skills in identifying appropriate and innovative solutions to issues relevant to work team or specialist area.
- Strong understanding and active promotion of the APVMA's vision, mission and business objectives.

