**Deputy Chief Executive Officer, Governance, Risk and Legal**

**Candidate Information Pack**

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### About you

The National Disability Insurance Agency is seeking an exceptional leader to join our team at the SES Band 3 level.

You are a highly experienced leader with a proven track record of delivering results in complex and high stakes environments. You bring expertise across one or more of government, legal, risk and audit functions, ensuring accountability, transparency and strategic alignment in all your decisions.

As a member of the Strategic Leadership Team, you will have active involvement in executive decision making, representational activities and working collaboratively to provide strategic leadership. You will be the authoritative source of guidance on legal compliance and setting expectations for risk tolerance across the agency. Your ability to navigate the intersections of policy, law, and your expertise and knowledge of government in all contexts allows you to drive outcomes that safeguard the integrity and performance of the organisation.

You excel at managing large multidisciplinary teams and fostering a culture of innovation collaboration and accountability. Your strategic mindset enables you to define long term goals and implement sustainable solutions while maintaining operational excellence and meeting the high expectations of government.

You are adept at managing high risk, high complexity issues. You demonstrate resilience, adaptability and clear decision making. Your commitment to integrity and upholding public trust, combined with your extensive knowledge of governance frameworks makes you an invaluable leader in ensuring the organisation delivers and achieves its goals.

You will have a deep understanding of issues affecting the disability community, or lived experience with disability, and a strong commitment to improving outcomes for people with disability, and the families and carers.

You have a passion for building organisational strength and fostering continuous improvement. You have a deep understanding of leadership growth and transformational change within a government context. You bring an innovative and forward thinking approach to driving capability uplift ensuring that the organisation is equipped to deliver exceptional outcomes now and in the future.

You will bring energy and commitment to our shared passion for driving social change, so people with disability have choice and control over their lives.

You understand that we put participants at the heart of everything we do. You understand that for the Scheme to succeed, it is critical that we listen and work with our participants, their families and carers and the disability community to make sure each improvement is a step in the right direction and the Scheme is available for generations to come.

### About the role

The role is the Deputy Chief Executive Officer position with responsibility for the Government, Legal, Risk and Audit functions for the National Disability Insurance Agency.

The DCEO is accountable for delivery across 4 Divisions:

Government Division is responsible for:

* Government Initiatives Branch
  + Australia’s Disability Strategy engagement and governance.
  + Royal Commissions project management office.
  + State and Territory intergovernmental relations and coordination.
* Ministerial and Parliamentary Branch
  + Parliamentary and Ministerial engagement and Support
  + Cabinet Liaison and Members and Senators Contact Officer (MaSCO) network
  + Ministerial complaints.
* Ecosystem Reform and Governance Branch
  + NDIA Board and Committee secretariat (including. whole of Agency governance workplan for 2024)
  + Disability reform governance and engagement (including Disability Reform Ministerial Council and Deputy Department Heads)

Chief Counsel Division is responsible for:

* Legislation and Legal Policy Branch
  + legal advice on the NDIS Act and NDIS rules.
  + legal support relating to legislative reform, Royal Commission outcomes and development of operational policy based on the NDIS Act and Rules
  + support to Fraud Fusion Taskforce and other compliance activity.
* Legal Practice and Capability Branch
  + managing relationships with external legal services providers
  + identifying, managing, and reporting on risks, issues, and developing mitigation strategies across the legal function.
* Dispute Resolution and Litigation Branch
  + supporting the Agency to achieve lawful and preferable outcomes for participants, including engaging in early dispute resolution;
* Case Management Branch
  + achieving the best possible resolution for participants quickly and fairly or, where early resolution is not possible, running a case to hearing.
  + building a continuous improvement culture focused on participant outcomes through strong engagement with key business areas.

The General Counsel Division is responsible for:

* Legal Services Branch
  + responsible for legal counsel and support on corporate-related issues impacting the Agency
* Complaints Management and FOI Branch
  + Responding to correspondence from the Office of the Commonwealth Ombudsman, NDIS Quality and Safeguards Commission, NSW Ageing and Disability Commission and the Australian Human Rights Commission.
  + Managing critical incident reports to determine the steps to take when the NDIA is made aware of a participant critical incident.
  + Freedom of Information (FOI) – administration, coordination and management of FOI requests to the Agency; FOI reporting and insights/analysis.

The Risk, Audit and Resilience Division is responsible for:

* Audit Branch
  + Internal and external audit activity coordination
  + Internal Audit Plan and independent oversight
  + Reporting on all audit matters
* Risk Management Branch
  + Enterprise, strategic and regulatory risk management oversight, performance monitoring and reporting
  + Specialist risk advice including fraud risk, operational risk, project management risk, and associated controls
  + Management of the Risk Management Strategy and Risk Management Framework.
* Crisis Coordination and Continuity Branch
  + Agency Response and Recovery Team (ARRT) coordination and Secretariat
  + Business Continuity Management (BCM) Planning, training and testing.
  + Reporting on crisis, coordination and continuity matters.

As the DCEO, you will:

* Work closely with other senior executives and government stakeholders to build and strengthen strategic relationships as stewards of the APS to achieve whole of government outcomes;
* Demonstrate a comprehensive understanding of regulatory frameworks, compliance, and strategic legal management within a government context;
* Instigate innovative alternatives to resolve complex problems, while setting expectations for risk tolerance;
* Be the authoritative source of advice influencing multiple agency outcomes on matters of significant risk and complexity; and
* Maintain and enhance a professional culture based on the Agency’s core values, that ensures high levels of community confidence in the integrity, effectiveness and accountability of the National Disability Insurance Agency.

### About the NDIA

The National Disability Insurance Agency (NDIA) is an independent statutory agency. We are responsible for implementing the world leading National Disability Insurance Scheme (NDIS), which is one of the biggest social reforms since Medicare. The NDIS is designed to enhance the quality of life and increase economic and social participation for people with disability and provide peace of mind for every Australian.

To support our focus and an engaged and capable NDIA, the Agency supports flexible working arrangements - this underpins a diverse, adaptive, and high-performing workforce.

We take employee health and wellbeing seriously. That is why we launched Well+, our health and well-being program. Through Well+, employees have access to a range of mental health and wellbeing resources, so our people have a quality work and personal life.

### What you should know

To be successful in this role you will have:

* An enterprise-focused approach to strategic and operational issues;
* A style of leadership that demonstrates courage, collaboration, a focus on people and a commitment to identifying and addressing emerging challenges and risks.
* Strong risk management experience and substantial experience in leading major organisational transformation at the most senior level with Commonwealth or state and territory agencies.
* Knowledge and understanding of complex statutory interpretation problems with an extensive knowledge of the legislative process and common law.
* Proven ability to build strong working relationships with Ministers and senior stakeholders, and capacity to perform effectively as a principal government representative to negotiate proactively and sensitively to resolve complex matters.
* A drive to deliver operational excellence with a strong record of achievement in leading people and managing resources.

Tertiary qualifications in a relevant field will be favorably regarded.

To be eligible for employment with the NDIA, you must be an Australian citizen. A candidate’s suitability for employment with the Agency will be assessed through a pre-employment screening process. This will include a criminal history check and the ability to obtain and maintain an Australian Government security clearance, at the Negative Vetting 1 level. This will be arranged for you, if successful.

The NDIA will provide reasonable adjustments for candidates to participate equitably in the recruitment process and discuss workplace adjustments to fulfil the inherent requirements of the role.

We strongly and actively encourage applicants from a diverse range of backgrounds and experiences, including people with disability, First Nations peoples, people from culturally and linguistically diverse (CALD) backgrounds and LGBTIQA+.

### How to apply

To apply, go to [www.shk.com.au/jobs](http://www.shk.com.au/jobs) (scroll down to the opportunity)

Your application should include:

* A complete current resume (CV)
* A one-page pitch (maximum 1000 words) quoting **reference #9513**

Your pitch should highlight relevant examples and accomplishments that demonstrate:

* Why you want to work for us.
* What you will bring to the role.
* How you will champion the NDIA purpose and goals and provide strategic direction for delivery.

Your pitch should include examples of your ability to demonstrate capability in line with the SES Band 3 Work Level Standards.

For information on these work level standards, please see: <https://www.apsc.gov.au/working-aps/aps-employees-and-managers/classifications/work-level-standards-senior-executive-service> (choose SES-3 on the left and drop down tab).

Apply for the role at [www.shk.com.au/jobs](http://www.shk.com.au/jobs) (scroll down to the role)

**The closing date for applications is 28 October 2024.**

**Notes on the selection process**

You are not required to separately address Key Selection Criteria at this time but need to respond in your letter, as set out above.

Your CV achievements will be reviewed for alignment with the role priorities and Band 3 Work Level capabilities.

See <https://www.apsc.gov.au/working-aps/aps-employees-and-managers/classifications/work-level-standards-senior-executive-service> (chose SES-3 on the left and drop down tab

**For more information**

You may apply **for more than one DCEO role** at this time by noting this **clearly** in your cover letter (and naming the roles and reference numbers).

You may be contacted by SHK for further conversation or interview with the consultant, and potentially, invited to Panel interviews or other informal meetings as part of the process.

Contact may be via email or phone, including voicemail. We will send messages via SMS if that is your need.

Selection processes will take some time and may include multiple panel interviews and selection stages over the next months. There may be delays in communications on this process, due to decision making at each step and requirements of executive appointments and formal approval. Candidates will be notified of their status at the appropriate stage by email or phone.

Additional information and referee details will be requested from you only as required, later in the process, and will need to include specific details that allow verification of the identity of your referees.

A range of full probity checks will be required for the final candidates in consideration, prior to a formal offer via a letter and contract.

The roles may be offered on an ongoing OR non-ongoing basis.

**For a further confidential discussion after reviewing the Candidate Information Brief** contact **Andrew Richards**, Senior Partner on +61 422 279 039 (SMS messages accepted) or email [andrew.richards@shk.com.au](mailto:andrew.richards@shk.com.au) (preferred).

RecruitAbility applies to this vacancy. Under the RecruitAbility scheme, you will be invited to participate in further assessment activities for the vacancy if you choose to opt-in to the scheme, declare you have a disability and meet the minimum requirements for the vacancy. All requests for reasonable adjustments will be considered and managed in consultation with you.

If you wish to **opt in** to RecuitAbility, please note this **clearly** in your cover letter

**Further information can be found at** [**https://www.apsc.gov.au/recruitability**](https://www.apsc.gov.au/working-aps/diversity-and-inclusion/disability/recruitability)

### Reasonable adjustments and support for applicants

Reasonable adjustments are available to support applicants through the process.

Reasonable adjustments could include:

* An Auslan interpreter
* Extra reading time during assessment activities, or
* Accessible software.

If you would like help understanding this document, would like to receive it in another format or would like to discuss the provision of reasonable adjustments please contact Andrew Richards of SHK on +61 422 279 039 using the National Relay Service 133 677 if required <https://www.accesshub.gov.au/about-the-nrs>, or email [andrew.richards@shk.com.au](mailto:andrew.richards@shk.com.au) or [Beatrice.Hart@shk.com.au](mailto:Beatrice.Hart@shk.com.au) (part-time).

Application process

Table 1. High level application process

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| --- | --- |
| Step | Details |
| Apply | Submit your application via [www.shk.com.au/jobs](http://www.shk.com.au/jobs) (scroll down to the role).  You may be contacted to discuss your application further with SHK, or be asked to an online interview.  There may be long gaps between communications as processes take considerable time, to ensure everyone is considered. |
| Shortlisting activities | The panel will consider all applicants, and determine a shortlist to progress to interview based on assessment of their written application.  Recruitability candidates assessed as meeting minimum standards for the vacancy (relevant experience and SES Band 3 Work Level Standards) will move automatically to the next stage of assessment.  Second shortlisting, task based activity or cognitive testing may be utilised. |
| Panel interview/s | Shortlisted applicants will be invited to interview with the panel.  Second interviews may be utilised. |
| Reference check | Referees may be contacted for further assessment of suitability. |
| Outcome | The delegate for this recruitment process will finalise outcomes and all applicants will be notified of their result.  A merit pool will be established for 18 months and may be used fill future positions. |