



Salary
\$ 65486 to \$ 73343

Opportunity Type
Full-Time

Opportunity Status
Ongoing;Non-Ongoing

Opportunity Employment Type
Specified Term

Opportunity Employment Type
Details
12 months with possibility of
extension of up to two years

APS Classification
APS Level 3

Closing Date
9/06/2024

Job Category
Customer service, Call centre,
Social Sciences, Social
Services

National Disability Insurance Agency APS3 National Contact Centre Service Officer - AM Disability

📍 Dandenong VIC,Deakin ACT,Midland WA

A new role awaits

We have multiple exciting opportunities to join as an APS3 NCC Service Officer within the NDIA's National Contact Centre (NCC). NCC acts as the main communication channel for people to contact the NDIS. It responds to enquiries from NDIS participants, prospective participants, providers, organisations and the general public.

The NCC operates between 8am and 8pm Monday to Friday excluding Public Holidays. This role will primarily involve inbound call centre work, requiring you to work as a shift worker with a rotating shift pattern of 7.5 hours per day from Monday to Friday. Shift preferences can be requested and may be granted depending on business needs. If the NDIA expands its Contact Centre open hours in future, you may be asked to work on public holidays or weekends.

***Please note - This role is available under Affirmative Measures - Disability. The affirmative measure position is to improve employment opportunities for people with disability in the Australian Public Service. They are open only to people with disability.**

The ideal candidate should have a background in service delivery and be familiar with working in a contact centre. You will be able to work in a team environment and be a positive influence on your team and your work environment.

To join our team, you will have:

- A positive contemporary attitude to people with a disability and value social inclusion and diversity
- Experience dealing with at times confronting enquiries
- Attention to detail
- A willingness to work within a team environment.

The key duties of the position include:

Where you can add value

As an APS3 National Contact Centre Service Officer, you will play a vital role in providing exceptional customer service and support to those who contact the NDIS National Contact Centre. Your efforts will contribute to the NDIA's objectives to create a world-class National Disability Insurance Scheme, and you will have the opportunity to positively impact the lives of many individuals and their families.

To be successful in this role we are looking for candidates that can

demonstrate:

- Empathy and patience while communicating with callers
- Customer service experience
- Effective verbal and written communication skills
- A willingness to put the participants at the heart of everything they do

Eligibility

- Successful candidates will be required to undergo a pre-employment National Police History check, and provide evidence of Australian Citizenship. Failure to do so may jeopardise your offer of employment.
- Dependent on the role the appropriate Working with Children / Working with Vulnerable People check may be required as per State/Territory legislation. In addition to these checks, a Worker Screening Check issued by the relevant State/Territory worker screening unit will also be required for any role for which the normal duties are likely to require more than incidental contact with people with disability.

Notes

- This position will be offered as ongoing or non-ongoing.
- If the position is offered as non-ongoing, this will be for a specified term of up to 12 months, with the possibility of extension of up to two years.
- Should a non-ongoing position become ongoing, then a merit list established through this selection process may be used to fill the vacancy on an ongoing basis.

The filling of this vacancy is intended to constitute an affirmative measure under Section 33 of the Australian Public Service Commissioner's Direction 2022. This vacancy is open only to people with disability. This initiative/program is only applicable where the successful applicant will be employed under the Public Service Act 1999. Similar conditions may apply when employed under other Acts. For clarification please contact the agency.

Contact Officer

Adele s22(1)(a)(i) - irrelevant

Contact Phone

s22(1)(a)(i) - irrelevant material

Agency Employment Act

PS Act 1999

Website

[National Disability Insurance Agency](#)

Position Number

0959_05/24_EXT

Vacancy Number

VN-0742574

Getting to know the National Disability Insurance Agency

The NDIS provides funding to eligible people with disability to gain more time with family and friends, greater independence, access to new skills, jobs, or volunteering in their community, and an improved quality of life.

The NDIS also connects anyone with disability to services in their community. This includes connections to doctors, community groups, sporting clubs, support groups, libraries and schools, as well as providing information about what support is provided by each state and territory government.

The NDIS now supports over 500,000 Australians with disability to access the services and supports they need. This includes supporting approximately 80,000 children with developmental delay, ensuring they receive supports early so that they achieve the best outcomes throughout their lives.

[Learn More](#)

Approved: 17 May 2024

Owner: People and Culture Division



APS3 NCC Service Officer Position Description

Position Details

Position Name	NCC Service Officer
APS Classification	APS3
Group	Integrity Transformation and Fraud Fusion Taskforce
Division	Integrity Transformation
Branch	National Contact Centre
Reports to	APS6 NCC Service Team Leader

Position Purpose

About NDIA

The National Disability Insurance Agency (NDIA) is an independent statutory agency that is responsible for implementing the National Disability Insurance Scheme (NDIS), which will support a better life for hundreds of thousands of Australians with a significant and permanent disability and their families and carers. The NDIA values a positive contemporary attitude to disability.

As a Federal Agency, we work within a legislative and regulatory environment. We adhere to the [Australian Public Service Code of Conduct](#) as set out in section 13 of the *Public Service Act 1999*.

Our work is driven by the [Corporate Plan](#) which provides strategic direction to achieve our purpose of making a difference so that people with disability can choose and achieve their goals.

The [NDIA Values](#) are:

- **We value people** – We put participants at the heart of everything we do.
- **We grow together** – We work together to deliver quality outcomes.
- **We aim higher** – We are resilient and always have the courage to do better.
- **We take care** – We own what we do and we do the right thing.

Our values reflect our passion and commitment to building a positive, participant-centred culture.

The NDIA welcomes and encourages applications from people with disability, Aboriginal and Torres Strait Islander peoples, people with diverse cultural and linguistic backgrounds and LGBTQIA+ peoples.

If you have a disability, you can request workplace adjustments to help you with your job. This aims to remove barriers for people with disability and provide the tools and equipment to enable you to perform the role.

About the Team

The National Contact Centre Branch (Contact Centre) undertakes service delivery implementation and enhancement for participants and providers of the NDIS.

The Contact Centre is the main communication channel for people to contact the NDIA. The branch responds to enquiries from participants, prospective participants, providers, organisations and the general public.

The Contact Centre completes a range of processing workloads including outbound call campaigns and internal IT support. It delivers a wide range of customer enquiry and contact services related to the entire NDIS participant and provider pathway.

About the Role

The APS3 NCC Service Officer is a team membership position and is responsible for setting priorities and managing workflow for their role and producing work that is subject to regular monitoring by more senior NDIA positions within their management structure.

The role requires the application of clerical, administrative support and operational tasks including some basic research and analysis activities.

The APS3 NCC Service Officer may have some public contact and is required to communicate with and provide straightforward advice to a range of internal and external stakeholders.

Responsibilities of the role include but are not limited to:

- Answering and handling inbound calls to the NDIS telephony queues.
- Making outbound calls to NDIS participants, providers and other stakeholders and entering related data.
- Answering and handling webchat enquiries, providing administrative support as required.
- Processing actions and responding to email enquiries through the NDIS enquiries mailboxes
- Contributing to process improvement, team activities and providing feedback.
- Reviewing and processing secure and sensitive documents and data.
- Supporting research and analysis activities on relevant campaign or project activities.

(NOTE: the key responsibilities of the role are based on current priorities and may change over time)

Work Level Expectations

The NDIA work within the [Australian Public Service \(APS\) Work Level Standards](#). The duties detailed below are specific to the APS3 classification.

Leadership and Accountability

Basic knowledge of theoretical or practical tasks that are applied to one function or area of activity.

Responsible for the accuracy and timeliness of advice provided in relation to an area of responsibility and awareness of the impact of emerging issues on activities.

Management Diversity and Span

Provides advice and guidance on procedural matters.

Job Context and Environment

Works under general supervision and direction, within established procedures and practices, exercising some autonomy regarding how work tasks are performed.

Responsible for the accuracy and timeliness of advice provided in relation to work area

Independence and Decision-Making

Work quality and content is subject to monitoring to ensure in broad terms that satisfactory progress is being made against stated objectives.

Decisions are likely to impact the work area or specific function. Information or incidental services are provided which are of use to other decision makers.

Some initiative is required in completing still largely procedural tasks, for example in responding to varying circumstances.

Stakeholder Management

Deliver an effective customer service and provide quality accurate and consistent advice.

A level of tact, diplomacy or persuasion is necessary.

Role Specifications

The role is required to be performed in a work environment that has the following core characteristics and requirements:

- Working in an open office environment (exposure to general workplace chatter)
- Working from home on occasion
- Working in a hot desk environment
- Significant periods of sitting at a counter or desk
- Operating a telephone
- Computer/screen-based work
- Ability to use computer/software applications including Microsoft Office and NDIA business systems
- Assistance animals may be in the work area

In addition to the above, the role requires:

- Performing high levels of phone usage and/or face to face work

The NDIA will make all workplace adjustments that are necessary, possible and reasonable to reduce or eliminate barriers at work for workers with disability, illness and injury.

Security

The following essential checks/clearances are required to perform the role:

- Working with Children Check
- NDIS Worker Screening Check
- Pre-Engagement Check - this is a mandatory pre-employment security screening process. All employees and contractors of NDIA must undertake a Pre-Engagement Check. This check is undertaken for any individual who will have non-public access to agency resources (information, buildings, systems, assets, staff and customers)

Organisational Responsibilities

Assume responsibility for the identification of risks, including the evaluation, management and control of all risks relevant to your area of responsibility.

To ensure compliance with the *Work Health and Safety (Commonwealth) Act 2011*, the occupant of this APS position is accountable while at work to ensure they:

- take reasonable care for their own health and safety; and
- take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons; and
- comply with reasonable instruction, policy or procedures given or notified by the NDIA relating to health or safety across the NDIA.



Job Card

0959_05/24_EXT - APS3 National Contact Centre Service Officer - AM Disability

Edit job ad - Seek job ad

* denotes a mandatory question

Audience *

Applicants from SEEK will be directed to the CP job posting for this audience.

External (Internet facing) audience type

Job board account

The name of your account with SEEK.

SEEK

Classify your job

Job title *

E.g. Project manager. This field can have up to 80 characters.

APS3 National Contact Centre Service Officer - AM Disability

Job location *

Enter the suburb or town of the job. E.g. Mascot.

Deakin ACT 2600 AU

Category *

Suggested category based on your job title and location.

- Call Centre & Customer Service > Customer Service - Call Centre
- Community Services & Development > Aged & Disability Support
- Choose a different category

Work type *

Full Time ▼

Pay details

Pay type *

Annual Package ▼

Minimum pay range *

The minimum pay range for the job. Note, this will not visible on your job ad.

\$ 65486

Maximum pay range

The maximum pay range for the job. Note, this will not visible on your job ad.

\$ 73343

Pay information

Customise the pay information that will display on your ad. E.g. \$50,000 + car + annual bonus. This field can have up to 50 characters. Note, this will be visible on your job ad.

\$65,486 - \$73,343 Plus 15.4% Superannuation

About your job

Job summary *

Write a sentence about your job posting to display in SEEK search results. This field can have up to 150 characters.

Are you ready to embark on a rewarding career journey in the

Ad details *

These details will appear in your SEEK ad. The job details in your candidate portal job will not be updated when you change these ad details.

A rich text editor toolbar containing the following elements from left to right:

- Buttons for Bold (B), Italic (I), Underline (U), Strikethrough (ABC), Text Color ({}), Background Color (x²), X₂, H3, and a dropdown arrow.
- A Font dropdown menu followed by a dropdown arrow.
- Buttons for Bulleted List, Numbered List, Decrease Indent, Increase Indent, Left Align, Center Align, Right Align, and Justify.
- Buttons for Text Color (pencil), Link (chain), Unlink (chain with slash), Table (table icon), Smiley (smiley face), Image (picture icon), Eraser (eraser icon), Undo (curved arrow), and Redo (curved arrow).

Our participants, Our people, Our purpose

Currently, there are around 4.3 million Australians with a disability. The National Disability Insurance Agency (NDIA) implements the National Disability Insurance Scheme (NDIS), which is one of the biggest social reforms in the country since Medicare. As an Agency, we support more than 600,000 participants with a significant and permanent disability, and the families and carers of those living with disability. For many Australians, this will be the first time they receive the disability support they need. The NDIA is designed to enhance the quality of life and increase economic and social participation for people with disability and will mean a peace of mind for every Australian.

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excluding Public Holidays. This role will primarily involve inbound call centre work, requiring you to work as a shift worker with a

CANCEL

This job ad has expired and cannot be re-exported.

weekends.

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Where you can add value

As an APS3 National Contact Centre Service Officer, you will play a vital role in providing exceptional customer service and support to those who contact the NDIS National Contact Centre. Your efforts will contribute to the NDIA's objectives to create a world-class National Disability Insurance Scheme, and you will have the opportunity to positively impact the lives of many individuals and their families.

To be successful in this role we are looking for candidates that can demonstrate:

- Empathy and patience while communicating with callers
- Customer service experience
- Effective verbal and written communication skills
- A willingness to put the participants at the heart of everything they do

Enough about us, let's talk about you

The ideal candidate should have a background in service delivery and be familiar with working in a contact centre. You will be able to work in a team environment and be a positive influence on your team and your work environment.

To join our team, you will have:

- A positive contemporary attitude to people with a disability and value social inclusion and diversity
- Experience dealing with at times confronting enquiries
- Attention to detail
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Your NDIA Experience

We work as one team. We are accepting, diverse and driven. We take a shared approach to making progress. We welcome and support each other and encourage different ideas, insights and opinions. We empower and enable each other to be our best. We collaborate, connect and work together to create a workplace that makes us proud. And while we're based far and wide across the country, we make sure nobody feels they are out on their own.

- You will work for a socially inclusive and culturally diverse workplace, that is making a meaningful impact to the lives of more than 600,000 Australians.
- Access to higher superannuation and above market leave entitlements
- Competitive remuneration and working conditions that support a positive work life balance
- Access to ongoing professional development and learning

While this role is ideally performed from Deakin – ACT, Dandenong – VIC and Midland – WA, remote working arrangements may be considered. We intend to fill this role in an ongoing capacity, however non-ongoing roles up to 12 months with the possibility of extension up to 2 years may be offered.

Successful candidates will be required to undergo a pre-employment National Police History check, Worker Screening check and/or Working with Children Check (where required) and provide evidence of Australian Citizenship.

Applications for this role close 9 June 2024 at 11:30pm (AEST)

If you have any questions, please contact **Adele** s22(1)(a)(i)-irrelevant on s22(1)(a)(i)-irrelevant s22(1)(a)(i)-irrelevant or email **CCB.RECRUITING@ndis.gov.au**

With the exception of personal details, applications can NOT be edited or updated once submitted for consideration. Please make sure you are completely satisfied with your entire application before submitting.

NDIA is committed to supporting an inclusive and diverse workforce and welcomes and encourages applications from People with Disability (PwD), First Nations peoples, LGBTIQ+ people, people from Culturally and Linguistically Diverse backgrounds, Mature age workers, as well as young workers and supporting an inter-generational workforce and supporting gender equity and families. 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.

RecruitAbility applies to this position: The RecruitAbility scheme supports people with disability applying for jobs in the Australian Public Service (APS) by giving you a better opportunity to put

...to service (and so) by giving you a better opportunity to put forward your skills and experience during the selection process.

The health and safety of workers, Participants and other visitors in our offices is our highest priority. Some roles within the National Disability Insurance Agency are covered by government Health Orders or Directives that require mandatory vaccinations.



Pay & post

Ad type *

Suggested based on your job title, location and category.






StandOut

Stand out with branding and key selling points

- Include a logo and cover image
- Add key selling points to attract candidates

This job ad is expired and cannot be edited.

Branding *

- Branded logo 1.png - [OriginalLogo](#) , [CoverImage](#) 
- Branded logo 3.png - [OriginalLogo](#) , [CoverImage](#) 
- NDIS 2022 Logo - [OriginalLogo](#) 

Key selling point: 1

Enter a key selling point to attract candidates to view your role. E.g. Flexible working hours. This field can have up to 80 characters.

Ongoing & Non-Ongoing 12 months with possibility of extension o

Key selling point: 2

Enter a key selling point to attract candidates to view your role. E.g. Flexible working hours. This field can have up to 80 characters.

\$65,486 - \$73,343 (plus 15.4% superannuation)

Key selling point: 3

Enter a key selling point to attract candidates to view your role. E.g. Flexible working hours. This field can have up to 80 characters.

Role located in ACT - Deakin, VIC - Dandenong, WA - Midland

Internal billing reference *

Include a purchase number order or cost centre to appear on your SEEK invoice. This field can have up to 50 characters.

0959_05/24_Deakin