



Australian Government
**Independent Parliamentary
Expenses Authority**

CANDIDATE INFORMATION PACK

Director, Executive Level 2

Independent Parliamentary Expenses Authority (IPEA)

Applications Close: 11:59 pm AEST Sunday, 19 July 2026

About IPEA

The Independent Parliamentary Expenses authority (IPEA) is an independent statutory authority in the Finance portfolio, established on 1 July 2017 under the *Independent Parliamentary Expenses Authority Act 2017* (IPEA Act). IPEA provides support for current and former parliamentarians and others as required by the Australian Government through the delivery of independent oversight and advice on work resources and travel resources.

IPEA does this by:

- providing accurate and timely advice to parliamentarians and their staff on travel resources
- educating parliamentarians and their staff on travel resources
- administering accurately and in a timely manner the processing of parliamentarians' and their staff claims for travel resources
- increasing transparency through the compilation of reports on parliamentarians' work resources and the travel resources of their staff
- conducting assurance activities on parliamentarians' work resources and the travel resources of their staff.

We are a cohesive and flexible agency, promoting the Australian Public Service (APS) philosophy of one APS career, thousands of opportunities.

We value and employ our teams' diverse skills, perspectives and backgrounds to achieve our goals and objectives. We welcome applications from Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds, mature-age people, and people with disability, regardless of sex, sexuality, or gender identity.

In the [2025 APS Census results](#):

- IPEA ranked 12th out of 107 agencies in leadership; our immediate supervisors care, support and are invested in our employees
- IPEA ranked 25th out of 107 agencies in wellbeing policies and support; We prioritise our employee's health and wellbeing, and have policies and practices to manage them effectively.
- 89% of employees feel committed to the agency's goals, and 80% would recommend IPEA as a good place to work.

To learn more about IPEA, including our Census results, our branches and what we do, please visit our [Working at IPEA | Independent Parliamentary Expenses Authority](#) web page.

Our working environment

At IPEA we are dedicated to supporting employees manage all areas of their life by offering an inclusive environment, attractive workplace conditions, accommodating leave provisions and flexible working arrangements, including:

- flexible working hours to support work/life balance
- opportunities for part-time employment and home-based work where these fit with operational requirements
- ability to purchase additional annual leave
- study assistance
- access to our Employee Assistance Program

Commitment to diversity

IPEA is committed to maintaining a diverse and inclusive environment to achieve our purpose. All employees are valued and respected, which has helped us to build a highly capable, innovative and adaptive workforce.

IPEA embraces difference and fosters an environment of inclusion and regard for others. Our employees feel included, valued and respected, and have access to equal opportunity. We support and develop our employees and feature a diverse and talented workforce.

Everyone in IPEA plays a unique role in supporting its diverse, accessible and inclusive workplace. Understanding the benefits of diversity, and ensuring inclusiveness, is at the heart of our core values and work culture.

Use of AI in recruitment

IPEA may use artificial intelligence (AI) tools to support aspects of recruitment process, such as administrative tasks to help us work more efficiently. Any use of AI is undertaken in a manner that is ethical, transparent and consistent with the APS Employment Principles. AI tools are used to support in the recruitment process; all our recruitment decisions are made by a human selection panel and delegate.

Candidates may also choose to use AI tools when preparing their applications however they are encouraged to familiarise themselves with the [APS principles for candidate use of AI in recruitment](#) which outlines the expectations for responsible and transparent use of AI by candidates when applying for Australian Public Service (APS) recruitment processes.

Eligibility requirements

- Citizenship – to be employed by IPEA you must be an Australian citizen. Citizenship in the APS | Australian Public Service Commission.
- Security clearance - successful applicants will be required to undergo the process to obtain and maintain or continue to hold the required security clearance level for the role as indicated. All IPEA staff are required to have a minimum baseline security clearance prior to commencement. Successful applicants will also be required to undergo a mandatory National Criminal History check.
- 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. Further information can be found at [RecruitAbility | Australian Public Service Commission](#)

Job description

Position Title:	Director, Client Services	
Classification:	Executive Level 2	
Salary range:	\$157,035 - \$184,878	
Branch:	Client Services	
Position Number:	69705	
Status:	Ongoing / Non-Ongoing	
Location:	Forrest, ACT	
Work Arrangements:	Flexible working arrangements will be considered in accordance with the IPEA Enterprise Agreement 2024–27.	
Security Classification:	Negative Vetting 1 (Secret)	
Contact Officer:	Name: Jaan-Clare Witcombe	Phone: (02) 6215 2064

About the Branch

The Client Services Branch (CSB) administers a range of functions and services for federal parliamentarians and their staff including: personal advice on the use of travel resources, administering a high volume of travel allowance claims, supporting parliamentarians and their staff undertake approved international travel. CSB also develops and implements education programs and materials to deliver high standard educational sessions to clients and stakeholders both face-to face and virtually.

From 1 July 2026 the Branch will also provide personal advice to parliamentarians and their staff for office expenses. This includes advice relating to the pre-claim assessments, which allows parliamentarians to seek advice about proposed office expense claims under the *Parliamentary Business Resources Act 2017*.

Key Responsibilities (Job specific)

The Director role within the Client services branch leads and manages multiple teams and functions. The responsibilities of the Director include:

- To lead, mentor and build capability of a section that delivers consistently high-quality outcomes to IPEA's clients including providing advice, administration of travel-related expenses, education, international travel and other service delivery functions.
- Developing, maintaining and delivering IPEA's education program, including travel throughout Australia as needed to deliver the education program.
- Supporting business led implementation and enhancement of the Parliamentary Expenses Management System (PEMS), the current ICT system used by IPEA and clients.
- Applying legislative interpretation skills to inform the broader work of the section, including drafting and reviewing advice based on the application of the Parliamentary Business Resources framework and Members of Parliament (Staff) Act framework.

- Interpreting complex legislation and apply the Parliamentary Business Resources framework and Staff Travel framework, and guidelines to real-world scenarios.
- Representing IPEA in delivering education sessions to parliamentarians and their staff across Australia, including interstate travel as required.
- Leading short-term projects in support of Client Services Branch functions including reviewing proposed legislative changes in consultation with relevant stakeholders, meetings or forums with counterparts, ad-hoc presentations to clients, and work to strategically implement additional functions or projects relevant to the Branch.
- Gathering learnings from client advice, feedback and survey results to inform improvements to IPEA's services and functions.

Our ideal candidate

The APS Work Level Standards provide five key characteristics about the broad job requirements and operating context for this role.

Our ideal candidate will demonstrate executive level skills and experience in leading teams to deliver high quality outcomes. They will have a sound understanding of the parliamentary environment or the ability to quickly get across the legislative framework and then be able to apply and lead teams in that work.

The ideal candidate will have excellent communication skills, be a strong leader and have the abilities and attributes to work as part of the executive team within a small, independent integrity agency.

Qualifications in law, or a legal background is highly desirable. It is important to note that this role may require additional hours during periods of increased workload.

Leadership and accountability

- Demonstrated strong experience leading diverse teams to consistently deliver high quality services.
- Demonstrated experience in providing strategic advice, problem solving and issues management for internal and external stakeholders in relation to complex and potentially controversial matters.
- Demonstrated ability to contribute to and form part of an executive team within a small integrity focussed independent agency.
- Demonstrated experience in the provision of advice within complex legislative frameworks.
- Qualifications in law, or a legal background is highly desirable.

Management diversity and span

- Manage a team or work area with diverse skill sets and tasks or manage a larger team where skill sets and tasks are related.
- Ensure high quality outputs including that employees maintain a high level of specialist, professional and/or technical expertise.
- Coordinate and assume responsibility for complex or sensitive projects or work programs that have strategic, political and/or operational significance.
- Provide strategic direction to a work area, including developing business plans, strategies and priorities and monitor work flow and performance.
- Accountable for developing, coaching and mentoring employees, performance management, conflict resolution, and identification of training needs.

Stakeholder management

- Demonstrated strong experience building and managing relationships with internal and external stakeholders to support IPEA's client service function.
- Engage and manage stakeholders through change, resolving conflict and managing sensitivities.

Job context and environment

- Strong experience in leading service delivery functions for high-level/executive clients.
- Knowledge of, or the ability to quickly acquire knowledge of the PEMS ICT system (the current system used by IPEA and clients).
- Demonstrated experience in providing high quality education to clients in the context of a complex legislative framework.

Independence and decision-making

- Communicate and make decisions that may have significant impact on the day-to-day operation of the work area and other parts of the agency; and/or a direct and significant impact on the outcome of a program or major project for the agency.
- Communicate and make balanced decisions using professional judgement, evaluating ambiguous and incomplete information, factoring in risks and being sensitive to the context.
- Undertake complex analysis and interpretation and apply significant judgement in choosing a course of action to manage highly complex and/or sensitive issues.

How to apply

Application

Your application should include:

- a 750-word pitch with clear examples of how you meet the key responsibilities as well as the characteristics outlined in the 'our ideal candidate' section
- a resume of no more than three (3) pages
- the Personal Particulars Form which can be found on the [Working at IPEA | Independent Parliamentary Expenses Authority](#) web page.

You will be assessed against how your work-related qualities (skills, capabilities, personal qualities, experience and qualifications) align with the Australian Public Service Work Level Standards and key responsibilities for this role. Detailed information on the Work Level Standards can be found at: [Work level standards: APS Level and Executive Level classifications | Australian Public Service Commission](#).

Consideration should also be given to the APS Code of Conduct and the APS Values which can be found on the Australian Public Service Commission website [APS Values, Code of Conduct and Employment Principles | Australian Public Service Commission](#)

Written referee reports may be requested if you are shortlisted to interview stage.

Submission

Your completed **Personal Particulars Form**, along with your **pitch** and **resume should be emailed** to: ipearecruit@ipea.gov.au.

Please ensure you include the contact details of two referees as part of your Personal Particulars Form. IPEA will confirm with you prior to contacting your referees.

If you have trouble submitting your application, please contact IPEA's Recruitment Team at: ipearecruit@ipea.gov.au or on (02) 6215 3470.