



Australian Government
**Independent Parliamentary
Expenses Authority**

CANDIDATE INFORMATION PACK

Team Leader, APS Level 6

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:	Team Leader
Classification:	APS 6
Salary range:	\$99,734 - \$121,277
Branch:	Client Service Branch
Position Number:	69708 and 9010071
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:	Baseline (Protected)
Contact Officer:	Name: Kayla Wood Phone: (02) 6215 3561

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 a personal advice function 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*.

There are currently two vacancies to be filled within CSB, with priority being given to the Advice team. Other vacancies will be filled according to Branch operational requirements. Our intention is to create a merit pool to fill any further APS 6 vacancies which may arise throughout the Agency.

Key Responsibilities (Job specific)

The Team Leader roles within the Client Services Branch lead and manage a small team and function. The responsibilities of the Team Leader include:

- Respond to queries and requests for advice on travel and office expenses from parliamentarians and their staff, and former parliamentarians in accordance with the legislative framework.
- Manage and supervise a small team that delivering client-facing services for federal parliamentarians and their staff. This may include processing travel-related claims, coordinating and delivering IPEA's role in administering international travel, drafting and responding to requests for travel or office advice and delivering on team service level standards.

- Build and maintain working relationships within IPEA and with stakeholders and use your networks and expertise to problem solve incidents and deliver quality services.
- Interpret complex legislation and parliamentary frameworks and apply to federal parliamentarians and their staff and provide advice or guidance on these frameworks as required.
- Respond to queries and requests for advice both verbally and in writing, from parliamentarians and their staff, and former parliamentarians in accordance with the legislative framework.
- Assist to deliver IPEA education to a high standard, in both face-to-face and virtual settings and analysing client feedback to continuously improve services and product as required.
- Draft email correspondence, briefings, advice, internal procedure documents and other written material as required.
- Ensure the legislative requirements and service level standards are met.
- Support the Director and Assistant Director on delivering objectives, and in meeting ad hoc demands and other functions within IPEA as needed.

Our ideal candidate

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

Leadership and accountability

- Experience in managing diverse team environments with a focus on fostering a cohesive and high performing team culture with an organised and purposeful approach.
- Knowledge of the parliamentary environment and the legislative environment or the ability to obtain.

Management diversity and span

- Manage, supervise and build team capability through coaching, performance feedback, and encouraging career development.
- Proven work prioritisation skills, flexibility and very high attention to detail to manage and deliver work across the Branch.

Stakeholder management

- Excellent written and verbal communication skills, including providing superior customer service over the phone and in writing.
- Ability to communicate complex frameworks and operational policy to a range of audiences and APS levels.
- Maintain a strong working relationship with internal and external stakeholders and use your networks and expertise to problem solve incidents and deliver quality services to complex enquiries.

Job context and environment

- Experience working as part of a client-centric service delivery team to provide administrative legislative advice, and support to a complex and high-profile client group.
- Maintain awareness of the political and operational outcomes for IPEA and the possible flow on impacts on the work area and IPEA's clients.
- Monitor changes in the broader work environment that may impact on work objectives.
- Experience in collating and interpreting data in programs such as Excel and using these results to continuously improve.

Independence and decision-making

- Demonstrate sound judgment and problem-solving skills to make decisions, with direction from more senior staff with the resolution of complicated travel issues.
- Perform research and analysis to make decisions that involve complex or escalated issues, longer term planning and liaison with other sections on policy or operational 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.