



Australian Government
Independent Parliamentary
Expenses Authority

CANDIDATE INFORMATION PACK

Service Delivery and Support Officer, APS Level 4
Independent Parliamentary Expenses Authority (IPEA)

Applications Close: 11:59pm AEST, Sunday 13 September 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 and office expenses
- educating parliamentarians and their staff on the appropriate use of travel resources and office expenses
- administering the accurate and timely processing of travel resources and office expense claims for parliamentarians' and their staff.
- 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:	Service Delivery and Support Officer
Classification:	APS Level 4
Salary range:	\$80,993- \$92,441
Branch:	Expenses and Contracts Branch
Position Number:	Several positions
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: Rick Corkhill Phone: (02) 6215 3729

Key Responsibilities (Job specific)

The Service Delivery and Support Officer plays a vital role in delivering high-quality support and advice to parliamentarians and their staff, helping them navigate the Parliamentary Business Resources (PBR) framework with confidence. Working in a fast-paced and client-focused environment, the role contributes to the effective administration of public resources through the assessment of work expense claims, resolution of enquiries, provision of legislative and policy advice, and collaboration with a broad range of stakeholders. Key responsibilities include:

- Assess, process and finalise work expense claims and related enquiries.
- Investigate and resolve claims, customer enquiries and moderately complex matters.
- Provide advice on legislative requirements, expenses and obligations.
- Liaise with clients and stakeholders to obtain information and facilitate outcomes.
- Review information, exercise judgement and determine appropriate actions or referrals.
- Communicate with clients regarding claims, assessments and information requirements.
- Draft routine correspondence and maintain accurate records.
- Undertake quality assurance activities and ensure compliance with policies and procedures.
- Build and maintain effective stakeholder relationships.
- Contribute to process improvements, guidance material and team objectives.
- Collaborate across teams and provide support during peak workloads.
- Represent the team in meetings and stakeholder engagements as required.

Our ideal candidate

The APS4 Work Level Standards provide five key characteristics about the broad job requirements and operating context for this role.

Leadership and accountability

- Apply specialist knowledge and sound judgement to support team outcomes, contribute to continuous improvement, and assist in the development of less experienced staff.
- Have accountability for completion of allocated tasks, organising workflow, review of work and development of less experienced employees.
- Identify and mitigate risks that will impact on own and teamwork outcomes.

Management diversity and span

- Coordinate workflows, undertake administrative and analytical activities, support team capability development, and contribute to the effective management of business outcomes.

Stakeholder management

- Build productive relationships with internal and external stakeholders, provide advice and support, and represent the team in a professional manner.
- Resolve moderately complex enquiries from stakeholders and provide information and advice as a representative of the work area.

Job context and environment

- Work within legislative and policy frameworks to deliver services that contribute to operational and organisational outcomes.

Independence and decision-making

- Exercise judgement and discretion to assess information, resolve issues, undertake research, and make decisions within established policies and procedures.
- Identify issues and contribute to the resolution of issues and problems.

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. The Personal Particulars Form can be found on the [Working at IPEA](#) page on the IPEA website.

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.