



SES Band 1 Branch Manager Internal Reviews candidate pack



Contents

SES Band 1 Branch Manager Internal Reviews candidate pack	1
Contents	2
Acknowledgement of Country	3
Vacancy details	5
Andrew McEncroe, Managing Partner, Derwent Search	5
About the role	6
Reviews and Information Release Division structure	6
Desirable skills, experience and qualifications	7
About you	8
About the NDIA	9
Values	9
Eligibility information	11
How to apply	12
SES Leadership	13
APS Values	13
Charter of Leadership Behaviours	14
SES Performance	16
SES Recruitment	16
Minimum requirements	16
RecruitAbility	17
Application process	18



Acknowledgement of Country

The NDIA acknowledges the Traditional Custodians of Country throughout Australia and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to Elders past, present and emerging.

Welcome message



Welcome to the NDIA's Internal Reviews Branch candidate pack. I'm the General Manager, Reviews and Information Release at the NDIA. I'm thrilled to share this pack with you, which is designed to provide you with a comprehensive understanding of the role. It will assist you with your application.

This pack is more than just an application guide. It's a window into our values, culture and how you can create lasting change for Australians living with disability. We want to know about the unique contributions you can bring to our team.

The Reviews and Information Release (RIR) Division delivers specialised administrative decisions and strategic support essential to our Agency's success. We support participants by facilitating their review rights and providing transparent information access whilst protecting their personal information. The division ensures quality outcomes through comprehensive reviews, freedom of information and privacy services and provides valuable insights to enhance delivery of the National Disability Insurance Scheme (NDIS). This makes every day at work both challenging and rewarding.

The RIR Division is staffed by a brilliant team of reviews, freedom of information, privacy and operational support officers. The division is accountable for providing improved strategic insights to guide policy and operational settings informed by its functions, evolving the review pathway to operationalise both existing and new reviewable decisions in a participant centred way; and supporting participants and the Administrative Review Tribunal to implement the new merits review body.

We're looking for candidates who are passionate about helping people who are living with disability, and contributing to our world leading NDIS. And we're also seeking well-rounded leaders who are people and solutions-focused and want to be part of a collective mission to make the NDIS a strong and sustainable scheme. I look forward to receiving your application and finding out how you can contribute to our team.

Daniel Flowers
General Manager, Reviews and Information Release

Vacancy details

Table 1. Vacancy details

Category	Description
Job reference	3060_11/25_EXT
Classification	SES Band 1
Employment type	Full-time
Job type	Ongoing, Non-ongoing
Group	Legal, Reviews, Actuarial and Data
Division	Reviews and Information Release
Branch	Internal Reviews
Location/s	National
Clearance Level	Negative Vetting Level 1
Contact officer	Andrew McEncroe, Managing Partner, Derwent Search publicsector@derwentsearch.com.au

About the role



Reviews and Information Release Division structure

The Reviews and Information Release (RIR) Division has three branches, each headed by a Branch Manager who reports to the General Manager. The General Manager RIR reports to the Deputy CEO, Legal, Reviews, Actuarial and Data Group, who reports to the CEO.

The three branches of the Reviews and Information Release Division are:

- Internal Reviews Branch
- External Review Branch
- Information Access and Privacy Branch.

The National Disability Insurance Agency (NDIA) is seeking candidates to fill the role of SES 1 Branch Manager, Internal Reviews.

As the Branch Manager, Internal Reviews, you lead high-performing teams responsible for the delivery of quality Internal Review outcomes in accordance with the relevant timeliness including the Participant Service Charter and Participant Service Guarantee.

The Branch is accountable for:

- Leading the operational function of Internal Reviews to manage the implementation and operation of the National Disability Insurance Scheme (NDIS) (Sections (99-102) of the NDIS Act 2013)
- Delivering the agency's participant experience outcomes in accordance with the Participant Service Charter (PSC) engagement principles and the timeframes in Participant Service Guarantee (PSG)
- Delivering and managing of NDIA systems and processes that protect the integrity of the participant experience and ensure that participants and their support networks are provided with a consistent, high-quality experience

- Directing and managing the delivery of NDIA policy and operational outcomes for internal reviews
- Using sound judgement and effectively communicating the timely decisions that ensures improved outcomes for people with disabilities
- Building a continuous improvement culture focused on participant outcomes through strong engagement with key business areas and a capable and engaged workforce
- NDIS compliance, process controls and first line risk management.

The Branch Manager, Internal Reviews is an SES Band 1 position, and has 6 direct reports, and responsibility for a Branch of approximately 300 staff located in ACT, NSW, Qld , SA, Vic and Tas.

This role is accountable for:

- Leading the Internal Reviews Branch in the sound and timely management of the Agency's review of reviewable decisions under the *National Disability Insurance Scheme Act 2013* (NDIS Act)
- Providing insights from the Internal review function that improve the quality of the Agency's decision making, processes and documentation.
- Providing effective assurance to the Board, CEO, Senior Leadership Team, Senior Executives and business areas within the Agency
- Leading, enabling and motivating a team to fulfil their roles to a high standard – ensuring that teams members are equipped with the necessary resources and support.

For more information regarding the capabilities required of SES APS leaders, please consider the relevant Leadership Profile in line with the [APS Integrated Leadership System](#) (linked).

Desirable skills, experience and qualifications

Significant experience leading and motivating large, complex service delivery teams in a public service or other comparable environment is desirable. Experience with complex administrative decision making also desirable.

About you



What we're looking for in our ideal candidate:

- **Senior operational leadership experience** (and excellent people skills) to set work programs and priorities, and to lead and get the best from a very diverse team delivering operational activities.
- **A track record of great relationship building**, with proven capability to maintain and leverage effective relationships with stakeholders.
- **Focuses strategically** and is able to set and explain strategic direction for the team to deliver outcomes against accountabilities.
- **Ability to navigate complexity and exhibit integrity**, drive and resilience in dynamic and personally challenging environments.
- **A customer-centric mindset** with a passion for understanding the business needs of the stakeholders who interact with the Internal Reviews Branch, the RIR Division and the Agency and working closely with them to address their needs within the NDIA's risk appetite and relevant compliance requirements.
- **Fully accountable for all aspects of their executive function**, including strategic planning, budgeting, performance management, performance monitoring, evaluation and reporting, and supporting divisional accountability.
- **A natural connector and collaborator** who thrives on working across teams, identifying shared goals and working in a change environment to identify, develop and evaluate solutions to complex policy issues and practice.
- **Curiosity and preparedness to learn**, question the status quo and develop a culture of continuous improvement
- **A leader who promotes respectful standards of behaviour**, reflects on their own biases and behaviours, and demonstrates how they are contributing to promoting a respectful culture, workplace, programs and policies that empower staff and puts participants at the heart of everything we do.

About the NDIA



The National Disability Insurance Agency (NDIA) is an independent statutory agency of the Australian Government. We are implementing the world leading National Disability Insurance Scheme (NDIS). This is one of the biggest social reforms in Australia's history. The NDIS is designed to enhance the quality of life of, and increase economic and social participation for, people with disability.

Our [Corporate Plan 2023-2027](#) is the NDIA's key planning document. It identifies our purpose, outcome, programs and key activities over the next 3 years.

Learn more about the NDIA on the [NDIS website](#).

Values

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.

A safe place to be your authentic self and thrive

The NDIA takes pride in actively creating a culturally safe, inclusive, accessible and caring workplace.

We are committed to employing a diverse workforce and empowering them to thrive.

Our people reflect the rich life experiences and broad identities of all Australians. Our Office of Agency Accessibility and Inclusion is here to support you at work. We have a disability action plan and other inclusion plans to help you succeed.

At the NDIA, we work to nurture and sustain a supportive, inclusive and culturally safe workplace. This celebrates and reflects the people we serve and the broader Australian community. We acknowledge and welcome everyone including people with disability, Lesbian, Gay, Bisexual, Transgender, Intersex, Queer, Asexual, Sistergirl, Brotherboy Plus (LGBTIQASB+), varying cultural and linguistic backgrounds, mature age workers and those new to the workforce. We also honour gender equality in all we do.

We are dedicated to collaborating and growing together. To do this, we leverage the vast knowledge, expertise and unique lived experiences of our team members.

By joining us, you will become a key part of a community driven by respect, support and authenticity. We engage in initiatives that are challenging and inspiring. They are shaping a fairer Australia.

Read more on our [Inclusion and Diversity page](#).



Eligibility information

To be eligible for employment with the NDIA, you must meet certain conditions before your employment can begin. These are set out within the *Public Service Act 1999*. Requirements include:

- **Employment Suitability Check/Police Check** – This includes the ability to obtain and maintain an Australian Government security clearance, if you are successful in getting a job.
- **Citizenship** – You must be an Australian citizen to be eligible for employment with the NDIA.
- **NDIS Worker Screening Check** – If applicable to the role you are successful in. This determines if a person is excluded from working in certain roles with people with disability.

How to apply



To apply, go to www.derwentsearch.com.au and click on 'Search Jobs' to find this position listed. A website accessibility menu is available by clicking the icon at the top right-hand corner of the website. Please address your application to Andrew McEncroe, Managing Partner, Derwent Search.

Your application should include:

- A current resume
- A succinct pitch (maximum 750 words)

Your pitch is your opportunity to tell us why you are the right candidate, why you want to work in the Branch Manager position within the Division and what you can contribute. Make sure to highlight relevant examples and accomplishments that show your ability to deliver. Your pitch needs to demonstrate that you have the capabilities, skills and attributes as stated in the 'About you' section. You can use the SES Band 1 [Work Level Standards](#) to ensure you pitch at the right level.

The closing date for applications is Sunday 23 November 2025

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 McEncroe on 0416 018 860 using the National Relay Service 133 677 required <http://accesshub.gov.au/about-the-nrs> or email publicsector@derwentsearch.com.au

SES Leadership

SES leaders enable collective performance through exemplifying leadership behaviours. Within the NDIA, all SES are expected to encompass the APS Values and the Secretaries Charter of Leadership behaviours (DRIVE), as a core function of their role.

APS Values

Our values are the foundation of all we do. The principals of good public administration are embodied in the APS Values. The APS Values require that we are:



Impartial

The APS is apolitical and provides the government with advice that is frank, honest, timely and based on the best available evidence.



Committed to service

The APS is professional, objective, innovative and efficient, and works collaboratively to achieve the best results for the Australian community and the government.



Accountable

The APS is open and accountable to the Australian community under the law and within the framework of Ministerial responsibility.



Respectful

The APS respects all people, including their rights and their heritage.



Ethical

The APS demonstrates leadership, is trustworthy and acts with integrity, in all that it does.



Stewardship

The APS builds its capability and institutional knowledge and supports the public interest now and into the future, by understanding the long term impacts of what it does.

Charter of Leadership Behaviours



The Charter of Leadership Behaviours sets out the behaviours that we, as Secretaires, expect of ourselves and our SES, and want to see in leaders at all levels of the APS.

The Charter focuses on behaviours that support modern systems leadership within the construct of the APS Values and Code of Conduct.

These behaviours build on the Integrated Leadership System and APS Leadership Capability Framework.

Be Dynamic

- Have an inquiring mind and be willing to innovate and change
- Understand the system you operate in
- Practise new ways of deploying yourself in your system to achieve the best outcome
- Embrace risks and actively manage them
- Enjoy your work and have a positive attitude
- Don't walk past problems—be part of the solution

Be Respectful

- Treat people with decency and respect
- Embrace diversity and actively seek out views and perspectives that challenge your own

- Build an inclusive culture that enables people to make their best contribution

Have Integrity

- Be open, honest and accountable
- Take responsibility for what happens around you
- Have courage to call out unacceptable behaviour

Value others

- Be an active listener
- Value others' contributions, perspectives and wisdom
- Collaborate not compete to succeed as a team
- Understand people and their views and motivations in order to lead, influence and communicate well
- Build relationships

Empower people

- Trust, empower and grow others
- Interpret and provide context—don't do people's jobs for them
- Build capability and networks
- Expect people to deliver and find positive ways to hold them to account
- Accept people won't always get it right—and support them to bounce back

SES Performance

We encourage you to review at the [Senior Executive Service Performance | Australian Public Service Commission website](#) to help write your application.

SES Recruitment

The NDIA SES Recruitment processes are aligned with [Senior Executive Service recruitment | Australian Public Service Commission](#). Our selection processes are designed to ensure the best available leader for the job.

Minimum requirements

SES Band 1 [Work Level Standards](#)

RecruitAbility

Diverse Skills, perspectives and abilities are appreciated. They are valued and crucial to our workplace culture.

The NDIA is committed to supporting the employment and career development of people with disability.



RecruitAbility applies to this vacancy

Under the RecruitAbility scheme, you will be invited to take part in further assessment activities for the vacancy if you choose to opt-in to the scheme. To do so, you must declare you have a disability. You must still meet the minimum requirements for the vacancy. All requests for adjustments will be considered and managed in consultation with you.

To find out more, visit the [APSC website](#).

In the NDIA, we believe building a culture of inclusion begins with a fair application process. If you have any questions, require support or reasonable adjustments, we are here to help. The Agency's contact person in the Vacancy Details section of this Candidate Pack can provide confidential assistance. You need only ask.

Application process

Table 2. High level application process

Step	Details
1. Apply	Submit your application via www.derwentsearch.com.au and click on 'Search Jobs' to find this position listed.
2. Shortlist	You will be shortlisted based on how well your resume and pitch demonstrate your skills for the vacancy.
3. Assessment	Shortlisted applicants may be invited to an interview with a panel. Any additional assessments will be discussed with you if required.
4. Reference check	We may contact your referees to further assess your suitability.
5. Outcome	The recruitment panel will finalise the outcome. All applicants will be notified of their result.
6. Merit pool	A merit pool may be established for 18 months and may be used to fill future vacancies.