

Senior Monitoring Officer

Job reference	25-1
Classification	APS Level 6
Work area	Monitoring and Strategic Operations
Location	Canberra office (preferred); remote working arrangements available in Sydney NSW, Melbourne VIC, Adelaide SA, Brisbane QLD, Perth WA, Hobart TAS, Darwin NT
Employment type	Ongoing, Full-time
Salary range	\$98,336 to \$110,937
Security clearance	Baseline
Office arrangement	Flexible working arrangements
Contact officer	Anna Allard, Monitoring Manager, (08) 7333 5518 or anna.allard@igac.gov.au
Applications close	20 July 2025

The Office of the Inspector-General of Aged Care

Our vision is an aged care system in Australia, where every person receives kind, compassionate, high-quality care that promotes their rights, identity and independence.

Led by the Inspector-General of Aged Care, the Office of the Inspector-General of Aged Care (OIGAC) is a non-corporate Commonwealth entity established in response to the Royal Commission into Aged Care Quality and Safety.

Our purpose is to ensure integrity and accountability of the aged care system through independent, informed oversight. We drive meaningful change by calling out serious barriers and holding up to the light models that would create the meaningful improvement needed to achieve this vision.

Through **independent oversight** of how the government administers aged care, we aim to:

- Drive meaningful change to achieve rights-based, high-quality care
- Build trust and confidence in the aged care system
- Promote system-wide transparency
- Illustrate how government can achieve equitable, person-centred aged care

Fairness, integrity, inclusivity are at the heart of how we work. We hold ourselves to the same high standard of transparency that we seek in others.

We use robust data and evidence to oversee the system, drawing on lived experience as a critical informant. Beyond monitoring, reviewing and reporting, we seek innovative ways to drive impact and inspire change.

We are wholly independent, free from influence and uphold the integrity needed to hold others accountable. Our recommendations are practical and actionable and focus where the most meaningful, positive change in aged care can be achieved.



Our structure

The OIGAC consists of five collaborative teams:

- **Reviews and Information Access** – responsible for reviews, legal and FOI functions
- **Monitoring and Strategic Operations** – responsible for monitoring, complaints oversight and agency planning and strategy functions
- **Reports** – responsible for the preparation of reports under the agency's enabling legislation, including the implementation of Royal Commission recommendations
- **Communications and Engagement** – responsible for strategic communications and stakeholder engagement
- **Corporate Services** – responsible for the delivery of the agency's enabling services including finance and human resources, managing shared service arrangements and ensuring appropriate governance.

The role

Do you excel at solving complex problems? Are you ready to use your analytical skills to drive meaningful reform in Australia's Commonwealth funded aged care system? If you are passionate about shaping the future of aged care and improving the lives of older Australians, this is your opportunity to make a difference.

The OIGAC is an intelligence-led organisation, driven by the Monitoring and Strategic Operations team. The Senior Monitoring Officer, reporting to the Monitoring Manager, plays a crucial role in ensuring the effective monitoring of the Commonwealth-funded Aged Care environment. Through interrogating data and conducting research and analysis, this role is primarily responsible for identifying systemic issues and detecting emerging concerns to ensure the Inspector-General can make well-informed decisions.

Key responsibilities of the Monitoring Officer are:

- **Data collection and analysis:** Gathering and analysing data from key Government agencies and open sources to identify trends, anomalies, systemic issues and emerging concerns within the Commonwealth funded aged care system.
- **Reporting:** Producing high-quality outputs that provide actionable insights and support the decision-making process of the Inspector-General.
- **Risk Assessment:** Based on sound research, proactively identify, evaluate and prioritise risks in the aged care environment, assessing their likelihood and impact. Develop and recommend targeted mitigation strategies.
- **Collaboration:** Working closely with other team members and stakeholders to ensure comprehensive monitoring and analytic activities.
- **Continuous Improvement:** Remaining informed of the changing environment and using analytical methodologies to enhance the quality and efficiency of monitoring operations.



The ideal candidate

The ideal candidate brings a strategic, solutions-oriented mindset, with a strong foundation in research and analysis. You are skilled at navigating complex systems, identifying root causes and developing well-informed innovative recommendations. With a natural drive to explore issues in depth, you approach challenges with both structure and creativity—balancing rigour with fresh thinking.

Your work is grounded in purpose, and you are motivated by the opportunity to influence meaningful and lasting change in aged care.

Our ideal Monitoring Officer will have:

- Demonstrated experience in conducting data driven research and analysis to identify key issues.
- Demonstrated experience leading and delivering insight driven outputs to support and influence executive decision making
- Highly developed communication skills to present complex information to a diverse audience.
- Sound project management expertise, with experience in determining priorities and meeting deadlines in a high-pressure environment.
- Experience establishing and maintaining collaborative relationships with internal and external stakeholders to achieve mutually beneficial outcomes.

Highly desirable

- Demonstrated proficiency in Microsoft Excel with the ability to adapt to and learn business analytic and data visualisation tools such as PowerBI or similar.
- An understanding of, or the willingness to acquire, a broad understanding of the Commonwealth funded aged care system.

Inclusion and diversity

The OIGAC supports inclusiveness and encourages all employees regardless of their gender, cultural background, disability, sexual orientation, or age to bring their authentic self to work. We foster a workplace where our people feel valued to participate fully at work. We embrace the variety of experiences, skills and perspectives that people bring to the workplace.

We value the contribution that a diverse workforce brings and encourage applications from people with diverse experience and backgrounds including Aboriginal and Torres Strait Islander people, LGBTQIA+ individuals, people from culturally and linguistically diverse backgrounds, mature age individuals, and people with disability.

Safety and wellbeing

The Office of the Inspector-General of Aged Care is committed to the health, safety and wellbeing of those who work for, and with us. Our people and those who work with us are expected to share this commitment to safety and wellbeing.

Some workers in this agency may be exposed to potentially distressing material. The degree of exposure to this material varies depending on the specific role. We encourage you to consider your personal circumstances and wellbeing when applying. If you have any concerns, please speak to the contact officer before submitting your application.



Eligibility

To be eligible for employment in the OIGAC applicants must be Australian citizens.

General suitability for employment will be assessed through pre-employment checks, such as:

- proof of Australian citizenship
- satisfactory completion of an Australian Federal Police criminal history check
- a Working with Children and Vulnerable People check (where required)
- identity and citizenship checks
- completion of a medical declaration and pre-employment medical (where required)
- evidence of relevant qualifications.

RecruitAbility

The RecruitAbility scheme, that supports the increased representation of people with disability in the APS, applies to this vacancy. Under RecruitAbility you will be invited to participate in further assessment activity for the vacancy if you choose to apply under RecruitAbility; declare you have a disability; and meet the minimum requirements for the position.

Merit remains the basis for engagement and promotion.

For more information visit <https://www.apsc.gov.au/recruitability>.

How to apply

Email your application to jobs@igac.gov.au, by no later than **11.30pm (AEST) on Sunday, July 20 2025**.

Your application must include:

1. OIGAC job application cover sheet
2. Your current resume (maximum 3 pages) which outlines your experience and qualifications.
3. Your pitch (maximum 750 words) with reference to the role and ideal candidate
4. Details for 2 referees, including your current supervisor

Prior to preparing your response, it is recommended that you review the [Work Level Standards](#) relevant to the classification and position you are applying for.

Merit Pool

Candidates who are found suitable but not offered a position may be placed in a merit pool for up to 18 months from the date of advertisement. The OIGAC and other APS agencies may use merit pools to fill vacancies.