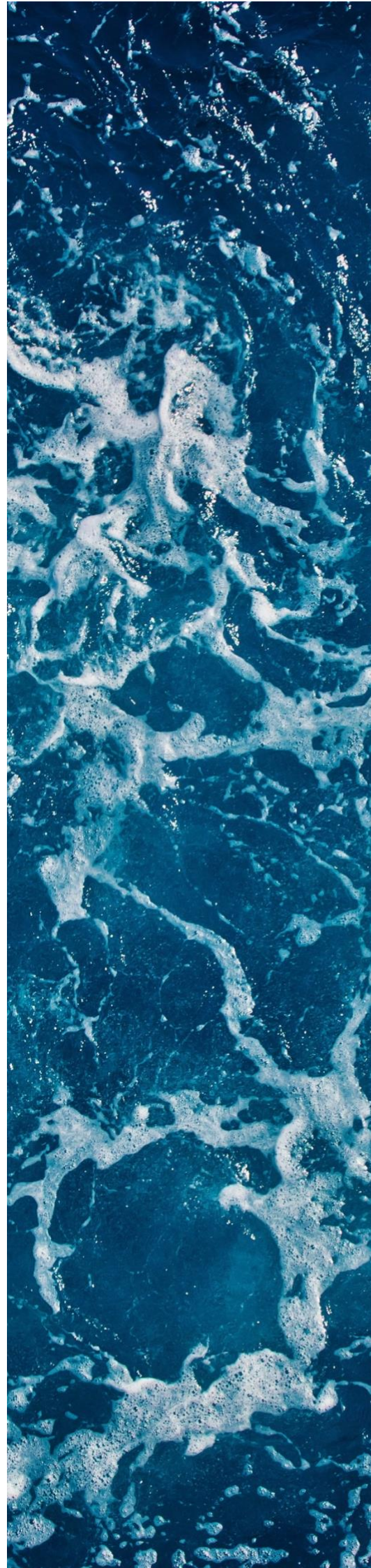


WATERMARK SEARCH INTERNATIONAL CANDIDATE BRIEF

**General Manager
Review & Information Release
National Disability Insurance Agency
May 2025**



Presented by Watermark Search International.
Trusted for over 40 years, focused on the future.



Role Summary

SES Band 2, General Manager Review & Information Release

- Help shape the participant experience for one of Australia's largest service providers
- Lead complex review and governance programs with strategic National significance
- Work from any of the Agency's locations across Australia

About the Role

The General Manager, Reviews and Information Release role is an SES Band 2 position at the National Disability Insurance Agency (NDIA), reporting to the Deputy CEO, Legal, Reviews, Actuarial and Data Group. The General Manager has 3 direct reports and is responsible for a Division of approximately 590 staff located across various locations across Australia.

The Agency's head office is in Geelong, Victoria however this position can be performed at any of the Agency's locations across Australia.

As the General Manager, you will:

- Work closely with other senior executives and government stakeholders to build and strengthen strategic relationships as stewards of the APS to achieve whole of government outcomes;
- Demonstrate a comprehensive understanding of regulatory frameworks, compliance, and merits review within a government context;
- Develop and lead innovative alternatives to resolve complex problems;
- Be the authoritative source of advice influencing multiple Agency outcomes on matters of significant risk and complexity; and
- Maintain and enhance a professional culture based on the Agency's core values, that ensures high levels of community confidence in the integrity, effectiveness and accountability of the National Disability Insurance Agency.

The role is a functional and strategic leadership position within the Agency that leads highly complex reviews and governance programs that have strategic operational significance across the organization.

About the Division

The Reviews and Information Release Division is responsible for supporting NDIS participants by facilitating their review rights and providing transparent information access. The Division is made up of the following 3 Branches:

- External Reviews Branch - Responsible for managing and resolving applications to the Administrative Review Tribunal for external review made under section 100(6) of the NDIS Act.
- Internal Reviews Branch - Responsible for the delivery of quality Internal Review outcomes in accordance with the Participant Service Charter and Participant Service Guarantee.
- Information Release, Privacy and Legal Operations Branch - Responsible for the NDIA's information release and privacy incident management, as well as strategic Administrative Review Tribunal reporting and governance to improve Agency policy and participant outcomes. The branch also provides strategic and operational support, quality and capability uplift services to the NDIA legal and review functions.

About you

As a contemporary leader, with a passion for equity, justice and wellbeing of participants, you approach challenging situations with optimism and curiosity. You enjoy working with people, for people, and bring energy and commitment to our team and a shared passion for driving social change, so people with disability have choice and control over their lives.

What we're looking for in our ideal candidates:

- **deep understanding of issues affecting the disability community**, or lived experience with disability, and a strong commitment to improving outcomes for people with disability, their families and carers.

- **senior operational leadership experience (and excellent people skills)** to lead with a focus on people, set work programs and priorities, 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.
- **excellent judgement** when managing high risk, high complexity issues. Experience managing merits review programs is desirable.
- You are adept at **managing high risk, high complexity issues**. You demonstrate resilience, adaptability and clear decision making. Your commitment to integrity and upholding public trust, combined with your extensive knowledge of governance frameworks makes you an invaluable leader in ensuring the organisation delivers and achieves its goals.
- **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.

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).

About the NDIA

The National Disability Insurance Agency (NDIA) is an independent statutory agency of the Australian Government responsible for 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 and increase economic and social participation for people with disability. It provides peace of mind for every Australian.

What you should know

To be eligible for employment with the NDIA, you must be an Australian citizen. A candidate's suitability for employment with the Agency will be assessed through a pre-employment screening process. This will include a criminal history check and the ability to obtain and maintain an Australian Government security clearance, at the Negative Vetting 1 level. This will be arranged for you, if successful.

The NDIA will provide reasonable adjustments for candidates to participate equitably in the recruitment process and discuss workplace adjustments to fulfil the requirements of the role.

We strongly and actively encourage applicants from a diverse range of backgrounds and experiences, including people with disability, First Nations peoples, people from culturally and linguistically diverse (CALD) backgrounds and LGBTIQ+.

Application Instructions

Please apply via <https://watermarksearchinternational.snapforms.com.au/form/ndia>

Your application should include:

- A complete current resume
- A one-page pitch (maximum 750 words) quoting reference **A005962**

Your pitch should highlight relevant examples and accomplishments that demonstrate:

- Your ability to lead people to deliver results.
- Why you want to work for the NDIA.
- What you will bring to the role.
- Demonstrated experience in driving the delivery of a merits review function/strategy ideally from a large service organisation.

The closing date for applications is 11.59 pm AEST Sunday, 8th June 2025.

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 <https://www.apsc.gov.au/recruitability>

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 to receive a comprehensive candidate pack, would like to receive it in another format or would like to discuss the provision of reasonable adjustments please contact Chris Grant on 0493 714 171 or Alison Myatt 0412 630 817 using the National Relay Service 133 677 if required <https://www.accesshub.gov.au/about-the-nrs> or email search@watermarksearch.com.au.

SES Band 2 General Manager, Reviews and Information Release

Legal, Reviews, Actuarial and Data Group

Candidate Pack

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Vacancy Details

Vacancy Closing Day, 11.59 pm AEST, Sunday 8th June, 2025

Table 1. Vacancy details

Job Reference	A005962
Classification	SES Band 2
Job type	Ongoing
Group	Legal, Reviews, Actuarial and Data Group
Division	Reviews and Information Release
Location	Various
Clearance Level	Negative Vetting Level 1

About the role

The General Manager, Reviews and Information Release role is an SES Band 2 position, reporting to the Deputy CEO, Legal, Reviews, Actuarial and Data Group. The General Manager has 3 direct reports, and responsibility for a Division of approximately 590 staff located across various locations across Australia.

The Agency's head office is in Geelong, Victoria however this position can be performed at any of the Agency's locations across Australia.

As the General Manager, you will:

- Work closely with other senior executives and government stakeholders to build and strengthen strategic relationships as stewards of the APS to achieve whole of government outcomes;
- Demonstrate a comprehensive understanding of regulatory frameworks, compliance, and merits review within a government context;
- Develop and lead innovative alternatives to resolve complex problems;

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- Be the authoritative source of advice influencing multiple Agency outcomes on matters of significant risk and complexity; and
- Maintain and enhance a professional culture based on the Agency's core values, that ensures high levels of community confidence in the integrity, effectiveness and accountability of the National Disability Insurance Agency.

Please refer to the [SES Work Level Standards](#). These have general statements about the broad requirements for each classification level.

About the Division

The Reviews and Information Release Division is responsible for supporting NDIS participants by facilitating their review rights and providing transparent information access. The Division is made up of the following 3 Branches:

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About you

This role is ideal for a leader with a passion for equity, justice and wellbeing of people with disability.

What we're looking for in our ideal candidates:

- **deep understanding of issues affecting the disability community**, or lived experience with disability, and a strong commitment to improving outcomes for people with disability, their families and carers.
- **senior operational leadership experience (and excellent people skills)** to lead with a focus on people, set work programs and priorities, 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.
- **excellent judgement** when managing high risk, high complexity issues. Experience managing merits review programs is desirable.
- You are adept at **managing high risk, high complexity issues**. You demonstrate resilience, adaptability and clear decision making. Your commitment to integrity and upholding public trust, combined with your extensive knowledge of governance frameworks makes you an invaluable leader in ensuring the organisation delivers and achieves its goals.
- **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.

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).

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, at the Negative Vetting 1 level. We will arrange this for you, if successful.
- **Citizenship** – You must be an Australian citizen to be eligible for employment with NDIA.
- **NDIS Worker Screening Check** – This determines if a person is excluded from working in certain roles with people with disability.

How to apply

Please apply via <https://watermarksearchinternational.snapforms.com.au/form/ndia>

Your application should include:

- A current resume
- A succinct pitch (maximum 1000 words) quoting Job reference A005962
- 2 Reference Nominees

Your pitch is your opportunity to tell us why you are the right candidate, why you want to work in the General Manager, Reviews and Information Release 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 2 [Work Level Standards](#) to ensure you pitch at the right level.

The closing date for applications is 11.59 pm AEST, Sunday 8th June, 2025

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 principles 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.

Minimum requirements

SES Band 2 [SES Work Level Standards](#)



Australian Government

Secretaries' Charter of Leadership Behaviours

The Charter of Leadership Behaviours sets out the behaviours that we, as Secretaries, 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 the APS Leadership Capability Framework.

DRIVE

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

We encourage all APS leaders to consider how you can live up to these behaviours, where relevant to your role

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.

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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.

recruit
ABILITY



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.

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

Reasonable Adjustments

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 Chris Grant on 0493 714 171 or Alison Myatt on 0412 630 817 using the National Relay Service 133 677 if required <https://www.accesshub.gov.au/about-the-nrs> or email search@watermarksearch.com.au.

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Application process

Table 2. High level application process

Step	Details
Apply	Please apply via https://watermarksearchinternational.snapforms.com.au/form/ndia Tel: (03) 8629 1333. Closing date: 11.59 pm AEST, Sunday June 8th, 2025 For a confidential discussion, please call Chris Grant, Partner, on 0493 714 171 or Alison Myatt, Head of Research, 0412 630 817
Shortlist	You will be shortlisted based on how well your resume and pitch demonstrate your skills for the vacancy.
Assessment	Shortlisted applicants may be invited to an interview with a panel. Any additional assessments will be discussed with you if required.
Reference check	We may contact your referees to further assess your suitability.
Outcome	The recruitment panel will finalise the outcome. All applicants will be notified of their result.
Merit Pool	A merit pool may be established for 18 months and may be used to fill future vacancies.



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 and increase economic and social participation for people with disability. It provides peace of mind for every Australian.

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](#).

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.

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.



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Benefits of working with the NDIA

Cutting edge innovation

A modern, swift, and innovative network. This is supported by strong collaboration with Microsoft and other prominent international ICT vendors. The NDIA provides you with tools to enable your success.

Accessibility and inclusion at the core of what we do

Accessibility and inclusion guide our actions and decisions. By embracing diversity, we not only create a more dynamic and innovative workplace but also better serve the needs of NDIS participants.

Design your working life

We know a workday looks different for everyone. We offer flexible work. Hybrid, flexible and part-time roles are available. We provide ergonomic assessments. The NDIA will help you create a positive work-life balance.

Support that cares about your wellbeing

The Agency's Well+ program provides a comprehensive range of supports for you and your family members, to promote, prevent and maintain your mental and physical health.

Tailored career growth

Study allowances and time off. Support to build your career. Mentorship, temporary job transfers and a specialised online learning platform. Training opportunities to develop your skills.

Modern facilities across Australia

The NDIA is committed to creating accessible and inclusive workplaces for all staff. Office locations are available throughout Australia and the NDIA promotes flexible working. Our offices feature open plan work environments and designated spaces such as quiet zones, collaboration areas and wellness rooms.

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.

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, First Nations people, LGBTIQ+, 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.

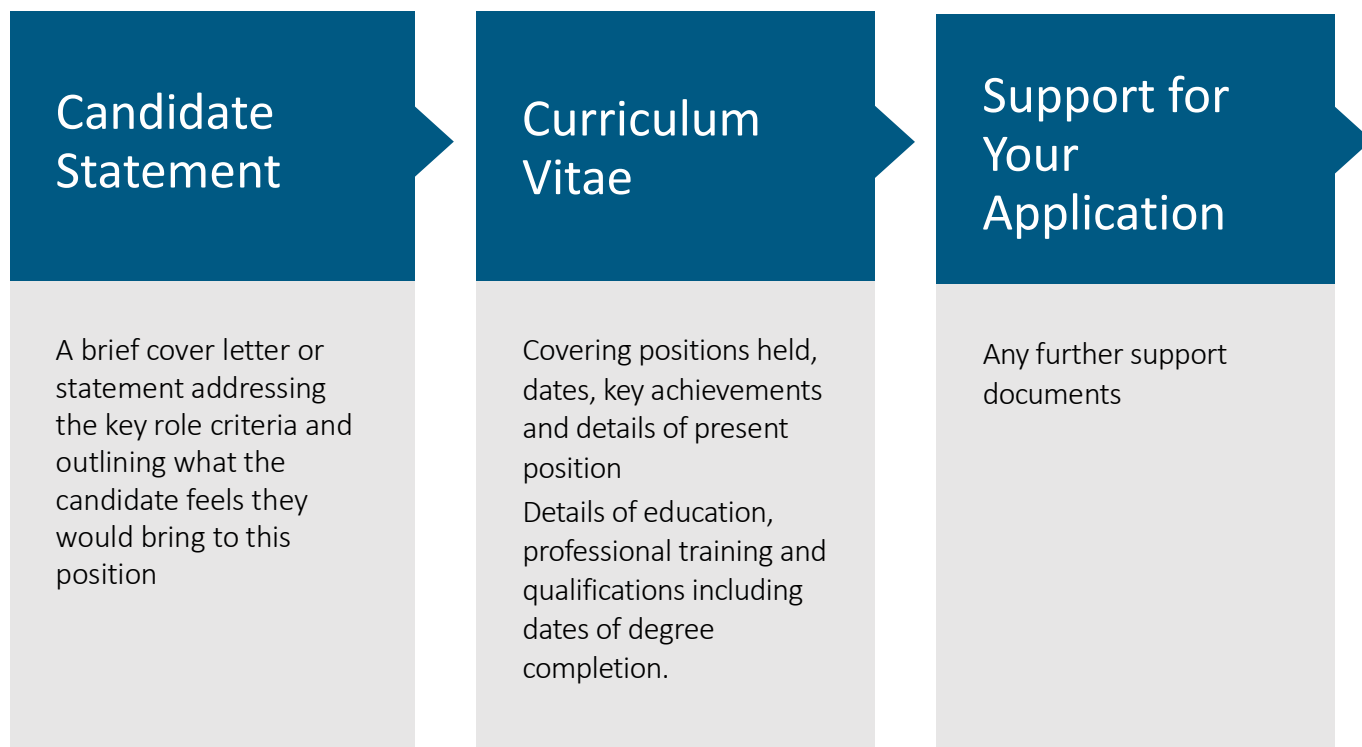
By joining us, you become a key part of a community driven by respect, support, and authenticity. We engage in initiatives that are challenging and inspiring. They are shaping a fairer Australia.

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

How to Apply

An executive search is being undertaken by Watermark alongside the public advertisement.

Applications for the position will need to include the following:



For a confidential discussion please call Chris Grant or Alison Myatt of Watermark Search International who are leading the search on behalf of the National Disability Insurance Agency.

Chris Grant

Partner, Executive Search
0449 714 171

Alison Myatt

Head of Research
0412 630 817

Mia Son

Project Administrator
03 8629 1317

Please apply via <https://watermarksearchinternational.snapforms.com.au/form/ndia>

Closing date: 11:59PM AEST on Sunday 8th June 2025

Our Capabilities



Executive Search

Founded in 1979, we are one of the longest established Australian executive search firms. Even though we are, above all else, an Australian based firm, we have an established track record in attracting and then securing, overseas candidates.

We have considerable expertise in senior executive appointments across a broad range of public and private sector organisations. Our firm has been built on a substantial body of work undertaken for publicly listed companies, private companies, professional services, state owned corporations, government agencies, departments and advisory boards.



Interim Executive

We provide immediate and high-level specialist executives with the experience to bring stability to and provide guardianship for a company during a period of change, executive absence or performance turnaround. We also assist with providing executives who deliver on projects, programs or specialist reviews. When clients are ready to appoint an executive, we normally complete the assignment within two weeks. Our latest survey shows that those executives remain in place for an average of 9 months.



Board Appointments

We believe that strong boards make for better organisations and improved business performance. In conducting searches we do not simply look for 'a name' but rather search for candidates with the relevant skills to add real value to a board. We often start our board search by working with the client to produce a Board Skills Matrix, which then informs the specific brief.

Our track record ensures familiarity with the specific, and often sensitive, challenges involved in appointing Non-Executive Directors and Chairs with the right skill, personal and cultural fit.



Thought Leadership

As thought leaders, we undertake various pieces of research and market analysis to form our Agile Leadership Lessons Podcast, Annual Interim Executive Survey and Board Diversity Index. To view our current reports please [click here](#).

Candidate Care



At Watermark, we recognise we have a duty of care to both our clients and the candidates. As an ambassador for the National Disability Insurance Agency, we recognise how important our role is in representing your brand, we take this responsibility seriously and treat successful and unsuccessful applicants with the same level of respect:

- All candidates filtered out before an initial interview are advised in writing.
- Candidates sourced by Watermark are called and given feedback on their performance throughout the selection process; this includes feedback about their experience, knowledge, capabilities and fit for the organisation as well as feedback about their interviewing and presentation techniques.
- Candidates who proceed to client interviews are debriefed and receive feedback either face-to-face or over the phone; this includes feedback as outlined above, plus specific feedback from any notes taken during the interview. We also provide feedback on areas for development such as interview skills, professional development and career guidance.

Candidate Charter



We respect our candidates as individuals and value them as an integral asset to our business. Our focus is on understanding their talents and aspirations and matching them to the right role and organisation. Whether we approach you about a specific role or you contact us to explore opportunities, we want you to experience our commitment to providing a seamlessly professional, constructive, integrity driven service where we care about our engagement with you.

[Association of Executive Search Consultants](#) (AESC) members and their people are guided by a Code of Professional Conduct and Professional Practice Standards.

The AESC Code of Professional Conduct is summarised through these critical values:

- **Ethics & Integrity**
 - We put integrity above all else
- **Excellence**
 - Excellence guides the work we do
- **Objectivity**
 - We exercise independent, objective judgement
- **Diversity & Inclusion**
 - We know the power of diverse talent and inclusive cultures
- **Confidentiality**
 - We safeguard any confidential information entrusted to us

To read the full AESC Code of Professional Conduct, please [click here](#).

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If ever you feel we have not lived up to this Code of Professional Conduct, please tell us. We want to know. Email our Managing Partner at David.Evans@watermarksearch.com.au

Contact Us

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