



Go somewhere
unexpected

Service Delivery Team Leader (Indigenous affirmative measure)

Location: Multiple locations: Adelaide, Albury, Box Hill, Burnie, Chermside, Dandenong, Hobart, Melbourne CBD, Moonee Ponds, Parramatta, Penrith, Perth, Upper Mount Gravatt or Wollongong.

About us

At the ATO, you'll do work you can't do anywhere else. Work that is meaningful, diverse and challenging. We do work that makes a real difference to the lives of Australians - work that might take you somewhere unexpected.

We're building a leading tax and superannuation administration known for contemporary service, expertise and integrity.

We have a vibrant, inclusive and client-focused culture. We celebrate and champion diversity to reflect the community we serve.

About the role

This vacancy is only open to Aboriginal and Torres Strait Islander applicants. This initiative helps to increase the number of Aboriginal and Torres Strait Islander people employed in the APS, to better reflect the diversity of the Australian community.

As a Service Delivery Team Leader, you'll lead, support and mentor staff to deliver a contemporary client experience in a changing and dynamic operational environment.

Your duties

- Lead and manage frontline staff
- Provide training and development
- Set expectations for high performance
- Drive continuous improvement

Skills and experience

- Experience managing staff in a multi-channel environment
- Excellent coaching techniques
- Innovative and inspires a curious mindset
- Highly skilled communicator

Benefits

- Attractive superannuation contributions of 15.4%
- Award-winning and highly professional organisation
- Contemporary workspaces and technology
- Learning and development opportunities
- You must be an Australian citizen to work with the ATO.
- The Indigenous affirmative measure is enabled under section 26 of the Australian Public Service Commissioner's Directions 2016 and section 8(1) of the Racial Discrimination Act 1975.

Does this sound like you?

If this sounds like you, we encourage you to click "Apply". Don't forget to mention you applied through **Koori Mail** on your application.

Find out more information about us on our careers page at www.ato.gov.au/careers

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