



Australian Government

Office Arrangement Details

Sydney based staff to attend the office 2 days a week. Staff in other states work from home with travel and office attendance outlined below

Opportunity Type

Full-Time

Opportunity Status

Ongoing;Non-Ongoing

Opportunity Employment Type

Specified Term

APS Classification

APS Level 6

Closing Date

4/12/2025

Job Category

Policy

Office Arrangement

Hybrid

Taxation Ombudsman

Policy Officer (APS employees)

Adelaide SA, Brisbane QLD, Melbourne VIC, Sydney
📍 NSW, Various locations - ACT ACT, Various locations - NSW
NSW, Various locations - QLD QLD, Various locations - SA SA

We are seeking a talented and self-motivated Policy Officer to join our team. In this role, you will help maximise the influence and impact the Tax Ombudsman can have on key matters of tax and superannuation administration. This includes undertaking initial analysis of key matters being raised with the Tax Ombudsman, researching and drafting briefing papers and contributing to consultations. The role also plays an important part in holding the ATO and TPB to account in the delivery of the Ombudsman recommendations they have agreed, following up on implementation plans.

This is an opportunity to build your policy expertise, contribute to high-impact work and collaborate across government.

This role is suited to an existing member of the APS, with policy experience, looking for a new challenge.

The vacancy is open to current APS employees as a section 26 transfer. Initially the role will be offered non-ongoing for up to 12 months with a possibility of extension or potentially a permanent transfer. We may create an order of merit from this selection to fill similar roles in future.

To apply for this role please follow the instructions below. We request that you submit your resume and application via email.

The key duties of the position include:

Policy research, analysis and problem solving

- Undertaking research, gathering insights, conducting environmental scans and reporting on findings, as required on issues of interest to the Tax Ombudsman.
- Problem solving and developing of options and solutions to identified issues, often in collaboration with stakeholders or with the ATO
- Producing early drafts of policy discussion papers, submissions to Ministers or briefs, as required by the Tax Ombudsman

- Reviewing of draft legislation, consultation documents or monitoring of parliamentary inquiries to identify key issues for the agency's responses
- Supporting the Deputy Tax Ombudsman – Reviews in their liaison with Treasury on their areas of work related to tax administration

Planning, tracking and records management

- Use of research, data and insights to curate a list of emerging issues arising from complaints, reviews and stakeholders and referring them for a decision for action.
- Driving progress and following up on issues raised and options suggested to the ATO or Treasury to achieve problem resolution or closure
- Supporting the work of the broader team on systemic reviews, including planning and quality assurance
- Supporting the tracking, monitoring, and evaluation of ATO or government's action towards recommendations made by the agency.
- Supporting the agency to meet government privacy and records management frameworks, policies and procedures.

Eligibility

Skills and experience you will bring to the role:

- Experience of policy development within Commonwealth Government
- Strong written communication skills and the ability to develop briefs, submissions, or policy advice
- Proven experience in business analysis, research, and the ability to interpret and synthesise complex information, data and identify trends
- Strong interpersonal skills, teamwork and the confidence to manage stakeholder engagements
- Strong attention to detail, planning and organisational skills
- The ability to positively contribute and work as part of a team
- The ability to be a self-starter and meet competing deadlines

Desirable (but not essential) attributes:

- Qualifications in public policy, economics, law, accounting, politics, or a related field.
- An understanding or experience in tax administration.

Eligibility:

- Undergo pre-employment checks.
- Ability to obtain and maintain a national police check.
- Australian Citizenship is a condition of eligibility.
- Ability to obtain and maintain a baseline security clearance.

How to Apply:

To apply, please submit:

1. your resume (maximum 4 pages)
2. a 700-word pitch outlining your relevant skills and experience to the role.

You can submit your resume and application by email to recruitment@taxombudsman.gov.au. Applications close midnight on **4 December 2025**.

Location: Hybrid / working from home - New South Wales, Queensland, South Australia, Australian Capital Territory or Victoria.

Office arrangements: The agency office location is in Sydney. Sydney based applicants will be expected to attend the office a minimum of 2 days per week.

The Tax Ombudsman also welcomes applications from Queensland, regional New South Wales, South Australia, Australian Capital Territory and Victoria with a view to fully remote working from home, after an initial induction at the Sydney office. Twice yearly attendance at the Sydney office is expected post the induction. Other occasional attendance at the office may be requested. Where travel is required, expenses will be covered by IGTO in line with APS travel policies.

Why you'll love working at the Tax Ombudsman:

Meaningful work: At the Tax Ombudsman, you will have the chance to contribute to improving the fairness and transparency of Australia's tax system while supporting the rights of all taxpayers across Australia.

Small team, big impact: As a small agency, everyone in the team has an important role to play to contribute to the agency's purpose. You will be encouraged to apply your skills across a broad remit while also working in a supportive team environment.

Empowerment and innovation: We encourage our employees to take ownership of their roles and drive change, fostering a culture of innovation and progress. This is a brand new role, and you will be encouraged to help shape it to maximise the impact of your work.

Work-life balance: We offer hybrid working arrangements with flexible hours to ensure a balanced career and personal life. Approximately 30% of our workforce currently works remotely, supporting a flexible and inclusive work environment.

Career growth: This role offers a unique opportunity to contribute to key policy matters impacting the Australian community. You will have the opportunity to take the lead on policy analysis and producing draft advice and briefs, working closely with the SES and agency head. As part of a small, impactful team, you'll build valuable skills for your future in the Australian Public Service (APS).

Notes

The Tax Ombudsman acknowledges the value of a diverse workforce and the wealth of perspectives, experiences, and ideas it brings. A culture of inclusion strengthens collaboration, drives innovation, and enhances decision-making, allowing us to better serve the diverse communities we represent. We encourage applications from people of all backgrounds, including but not limited to, individuals from Aboriginal and Torres Strait Islander communities, people with disabilities, those from culturally and linguistically diverse backgrounds, and individuals of all sexual orientations and gender identities. We are committed to providing reasonable adjustments to support applicants through the recruitment process where necessary.

****Please note that this opportunity is only available to Australian Public Service employees****

Contact Officer

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Contact Phone

02 8239 2108

Agency Employment Act

PS Act 1999

Position Number

s26-PO-25

Vacancy Number

VN-0765433

Getting to know the Taxation Ombudsman

The Tax Ombudsman is an independent statutory office whose purpose is to improve the fairness and integrity of taxation and superannuation administration in Australia.

In delivering against our purpose, our key activities are to:

1. investigate and help resolve complaints from taxpayers or tax practitioners on the administration of the ATO or TPB in a timely and efficient way
2. review and make recommendations on systemic issues relevant to improving tax administration
3. provide independent advice to the Government and Parliament on tax administration, and
4. raise awareness of the role of the agency and promote the integrity of the tax system.

For further information about our office and our role, refer to the IGT website at igt.gov.au/

[Learn More](#)