



Salary

\$ 84228 to \$ 91809

Opportunity Type

Full-Time;Part-Time

Opportunity Status

Ongoing

APS Classification

APS Level 5

Position Reference

Several Positions

Closing Date

17/03/2025

Job Category

Administration,  
Intelligence

Office Arrangement

On Site;Flexible

Department of Home Affairs

**Tactical Support Officer**

📍 Various locations - ACT ACT, Various locations - NSW NSW, Various locations - QLD QLD, Various locations - VIC VIC

National Operations | Operational Coordination & Planning | Tactical Capability | National Tactical Operations

The Surveillance Coordination Unit (SCU) is primarily concerned with support and coordination of covert, discreet and overt surveillance and monitoring operations and involves assessment of applications for surveillance and monitoring services, coordination of various operational tasks and effects to ensure the section can safely and efficiently observe and report on persons, vehicles, vessels, places or objects of interest. The National Surveillance Unit (NSU) uses Tactical Support Officers (TSO), who use professional and state-of-the-art surveillance methodologies and tools and operate in a highly sensitive, risk based and adaptable work area.

Career Pathway

The NTO is committed to fostering a diverse and inclusive workplace, where unique perspectives and experiences are celebrated. We believe that a diverse team enhances creativity, fosters innovation, and leads to better decision-making. We encourage individuals from all backgrounds to apply, as unique insights can contribute significantly to our mission.

This position serves as an excellent stepping stone for anyone aspiring to enter the operative environment. With opportunities for professional development, hands-on experience, and exposure to advanced techniques, you will gain valuable skills that can propel your career forward.

Please visit our website for more information about the [Department of Home Affairs](#) or [Australian Border Force](#)

**Our ideal candidate**

- Strong communication and interpersonal skills - able to effectively collaborate with team members and stakeholders at various levels of the organisation including external Law Enforcement Agencies
- Advanced research skills and technical proficiency - proficient in utilising a variety of research methodologies and information systems to gather and analyse data
- Excellent time management - the ability to manage competing priorities in a high-tempo environment and perform well under pressure
- Adaptable - the ability to remain flexible and adapt to changing surveillance priorities
- Project Management and Reporting - skilled in coordination of cross functional teams to achieve project objectives

- Reporting Capabilities - able to synthesise complex data into clear actionable reports.

TSO's are required to be flexible, innovative, self-motivated, and committed. This position works directly with the physical, technical surveillance teams, the monitoring centre and a network of stakeholders to coordinate tasks and objectives in line with the NTO Section workflow and prioritisation framework. This position is responsible for supporting and managing covert/discreet/overt surveillance in support of ABF operations. As a national resource, you will be required to undertake specific training, to support those outputs for surveillance teams nationally.

### **The key duties of the position include:**

#### Administration:

- Work collaboratively with key internal and external stakeholders to maintain a capability to support NTO as directed
- Proactively engage with broader ABF, stakeholders, industry and Government to clarify data and produce timely reporting
- Work independently or under limited guidance in support of National Tactical Operations teams
- Exercise judgement to make decisions governed by the application of rules, regulations, best practice principles or the agency's operating instructions and procedures, under the support and general direction of a higher classification level
- Brief NTO Executive on all key elements, critical incidents and outstanding tasks
- Analyse, assess and respond to correspondence, completing procedural, clerical, administrative support or operational tasks when required
- Undertake detailed or sensitive projects that impact on strategic, political or operational outcomes for the agency
- Plan and manage resources, develop appropriate controls, monitor achievements against objectives and adjust plans to meet changing demands.

#### Operational:

- Support NSU and TSU surveillance operational deployments by providing high quality tactical and operational reporting, analysis and monitoring functions
- Process analytical results and presentation of data into formats suitable for operational interpretation
- Monitor multiple intelligence and tactical systems simultaneously, critically analyses live or complex information streams, and provide reliable advice and targeted intelligence for operational outcomes
- Enhance risk assessment and risk management activities through the interrogation of available information and intelligence
- Apply innovative solutions to maximise contributions to the quality and efficiency of services

- Support projects and contract management of technical capability uplifts (radio communications, video streaming and surveillance equipment)
- Oversee operation of specialised electronic equipment in line with legislative requirements and community expectations (rights, privacy & intrusiveness)
- Compile accurate and comprehensive accounts to report surveillance activities
- Prepare evidentiary statements, attend legal proceedings and give evidence as required.

#### Hours of Work & Environment / Remuneration

This position offers flexibility for part-time opportunities, accommodating the diverse needs of our workforce. However, due to the nature of the operative work and the requirement to maintain effective team operations, only up to 20% of the workforce within the SCU may be permitted to work part-time. This ensures consistently meet operational demands while providing support for team members seeking flexible work arrangements.

This role may attract overtime opportunities as TSU Officers may be required to:

- Work irregular and sometimes extended hours, to support coordinated deployment of section resources nationally at short notice
- Be called upon to respond with operational support within a reasonable time frame
- Attend a variety of work locations including the International Airports. TSO's may be required to assist the NSU, TSU and the teams out in the field with optical solution support.

#### **Additional information**

##### Role Requirements

- Ability to work on-call, different work time as operationally required, and undertake domestic travel
- Maintain mandatory training requirements and demonstrate physical/mental fitness to perform surveillance duties during extended and/or changeable shifts
- Verbal and written communication skills with the ability to work within a small team
- Demonstrate appropriate Work, Health & Safety and Equity & Diversity practices and how these requirements relate to the surveillance work environment.

##### Mandatory Qualifications

Hold, or ability to obtain the following:

- Australian Government Negative Vetting Level 1 clearance
- Employment Suitability Clearance (ESC)
- Valid State/Territory Driver's license with no restrictions
- New and emerging courses and training that supports the NSU and TSU.

## Highly Desirable

- Verbal and written communication skills with the ability to work within a small team confidently communicate at all levels and meet deadlines
- Program and policy management including writing briefs and reporting mechanisms to support governance compilation
- Aptitude and/or practical experience in the provision of surveillance services in support of investigations including operating and interrogating technical and electronic equipment
- Operational knowledge and understanding of contemporary physical surveillance equipment, methodology, communications and surveillance product management processes
- Knowledge of ABF investigative, enforcement and compliance functions
- Understanding of relevant legislation in connection with surveillance activity.

## **Eligibility**

To be eligible for the position you must be an Australian Citizen.

The successful candidate will be required to obtain and maintain a Negative Vetting Level 1 (AGSVA) security clearance, and:

- ABF Workers will also be required to obtain and maintain an Employment Suitability Clearance (ESC).
- Home Affairs Workers will also be required to obtain and maintain an Onboarding Check.

In certain circumstances, an Employment Suitability Clearance (ESC) may be required in addition to, or in lieu of, an Onboarding Check, which will be determined by the delegate as necessary.

## **Notes**

The Department of Home Affairs offers an attractive remuneration package, including salary, superannuation benefits and flexible working conditions appropriate to the level of the position. The Australian Public Service (APS) [Employee Value Proposition](#) (EVP) highlights the top reasons our employees enjoy working in the APS.

The Department may provide relocation assistance to eligible APS employees required to relocate. The level of assistance will vary depending on the reason for relocating and your personal

circumstances. For further information please enquire with the contact officer listed in the advertisement.

Information about employment and advice on how to apply for vacancies can be obtained from the Department's website at <https://www.homeaffairs.gov.au/about-us/careers>

Candidates should be aware that in roles where vaccination against COVID-19 is required by public health orders/directions or other legislation proof of vaccination will be required. If a candidate is not fully vaccinated or is unwilling to be vaccinated within a reasonable time period, they may not be offered that role.

RecruitAbility applies to this vacancy. Under the RecruitAbility scheme you will be invited to participate in further assessment activity for the vacancy if you choose to apply under the scheme; declare you have a disability; and meet the minimum requirements for the job. For more information visit: <https://www.apsc.gov.au/recruitability>. This initiative/program is only applicable where the successful applicant will be employed under the Public Service Act 1999. Similar conditions may apply when employed under other Acts. For clarification please contact the advertising agency.

**Contact Officer**

Heidi Rainbow

**Contact Phone**

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**Agency Employment Act**

PS Act 1999

**Website**

[Department of Home Affairs](#)

**Position Number**

136760

**Vacancy Number**

VN-0755368

**Getting to know the Department of Home Affairs**

The Department of Home Affairs is responsible for central coordination, and strategy and policy leadership in relation to cyber and critical infrastructure resilience and security, immigration, border security and management, counter-terrorism, the protection of our sovereignty, citizenship and social cohesion.

The Department implements a strategically coordinated approach to the cyber security and resilience of all Australians through the appointment of a Cyber Security Coordinator and continues to enable rapid responses to threats of foreign interference through the dedicated Counter Foreign Interference Coordinator. Additionally, the Department contributes to Australia's prosperity and unity through the management and delivery of the migration, humanitarian and refugee programs. The Department also promotes social cohesion through multicultural programs, providing settlement services and through managing and conferring citizenship.

We encourage applications from Indigenous Australians, people with disability and people from other diverse backgrounds. We are committed to providing a working environment that values diversity and inclusion and supports staff to reach their full potential. For more information

[www.homeaffairs.gov.au/about-us/careers/working-with-us/workplace-diversity](http://www.homeaffairs.gov.au/about-us/careers/working-with-us/workplace-diversity)

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