Australian Government

Services Australia

Opportunity Type
Full-Time

Opportunity Status
Ongoing;Non-Ongoing

Opportunity Employment Type
Specified Term

Opportunity Employment Type Details
The roles may be filled on an ongoing or non-ongoing (fixed term) appointment.

APS Classification
Senior Executive Service Band 2

Closing Date
27/05/2026

Job Category
Administration,
Organisation Leadership

Office Arrangement
On Site

Services Australia

General Manager, Operations Management

Canberra ACT

Delivering services at national scale—reliably, equitably and in line with government expectations—depends on strong operational stewardship, intelligent workforce and workload planning, and the ability to respond quickly to disruption. The General Manager, Operations Management plays a pivotal role in bringing Services Australia's 2030 Strategy to life by ensuring the agency is operationally prepared, resilient and aligned to meet current and future demand. The role sits at the centre of how government priorities are translated into deliverable, sustainable service outcomes that maintain trust with the Australian community.

The General Manager, Operations Management Division is an enterprise-scale leadership role with responsibility for the frameworks, governance and real-time operational oversight that enable consistent service delivery nationally, supporting a service delivery workforce of 20,000+ staff. The General Manager leads 24/7 monitoring, escalation and coordination of agency responses, and provides executive-level advice on operational risk, capacity and service impacts.

A core accountability is stewardship of the Services Australia Operations Centre, operating on a 24/7 basis and providing national oversight of operational performance, emerging risks, incidents and emergencies. The General Manager ensures the Operations Centre is appropriately designed, governed and resourced to enable timely decision making, clear escalation and coordinated agency responses to high impact events, including natural disasters, system disruptions and significant policy or demand surges with ministerial, public and media interest.

The key duties of the position include:

The role leads the development and application of contemporary, data driven workforce and workload strategies that optimise the deployment of service delivery effort across the agency. This includes demand and capacity forecasting, scenario planning and performance monitoring to support informed executive decision making. The General Manager ensures workforce strategies balance efficiency and productivity with capability, wellbeing and sustainability, and that operational decisions are underpinned by sound evidence, strong governance and a clear customer focus.

As steward of the agency’s operational management framework, the General Manager ensures service delivery models remain fit for purpose in a complex, high volume and highly scrutinised environment. This includes strengthening operational resilience, embedding continuous improvement, and ensuring lessons from incidents and peak events drive improved preparedness and capability over time.

As a key member of the executive leadership team, the General Manager contributes to whole of agency strategy, governance and performance. The role provides authoritative, trusted advice to the Deputy Chief Executive Officer, Chief Executive Officer and Ministers on operational risks, workforce and resource implications, and system impacts, and represents the agency in high level cross government and external forums.

The role reports to the Deputy Chief Executive Officer, Customer Service Delivery.

Eligibility

Tertiary qualifications in a relevant field are highly desirable.

In accordance with section 22(6) of the Public Service Act 1999, Services Australia requires applicants to be Australian citizens to be eligible for employment with Services Australia.

An applicant's suitability for employment with the agency will be assessed through a pre-employment screening process. This process included but is not limited to a national police check, referee checks, code of conduct check and an employment history integrity check.

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
Lionel Riley

Contact Phone
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Agency Employment Act
PS Act 1999

Website
Services Australia

Position Number
62059332

Vacancy Number
VN-0769500

Getting to know the Services Australia

We touch the lives of nearly every Australian. We're responsible for helping people meet life's challenges, but we don't just serve the community we work with, we're part of it. As one of Australia's largest public sector employers, we offer meaningful work in every corner of the country. We're one agency with many possibilities.

When you work with us, you'll be doing something that matters, and you'll be valued for the unique views and skills you bring to the agency. We embrace and celebrate our diversity, and we're proud to be a leading employer of First Nations Australians and a Platinum tier LGBTQIA+ inclusive employer. Are you interested in being part of a large organisation with a strong future?

We're looking for people who want to work with us to deliver our vision of making government services simple so people can get on with their lives. - https://www.servicesaustralia.gov.au/why-you-should-work-with-us?context=22

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