



Candidate Information Pack

Business Continuity
Professionals -
Communication, Engagement and
Incident Response Officers
Level 6

Position details

Title	Business Continuity Professionals - Communication Officer, Engagement Officer and Incident Response Officer
Classification	Level 6
Location	Canberra
Salary Range	\$120,199 - \$138,523
Contact	Recruitment Phone: (02) 6261 1849
Closing Date and Time	Monday 21 September 2026 at 23:59 AEST

About ASIS

The Australian Secret Intelligence Service (ASIS) is Australia's overseas intelligence collection agency. We are Australia's experts at collecting highly sensitive information – secret intelligence – from sources overseas to keep Australia and our region safe and prosperous.

Our work spans continents and cultures. As a tech-powered and data-driven organisation, we use covert techniques and cutting-edge technology to put us in the right rooms, next to the right people, with the right access to the intelligence we need. We are tasked to collect intelligence – it might be political, military or economic information – deliberately withheld from the Australian Government that might present threats to or opportunities for Australia.

From graduates to career changers, we come from every corner of the country and all walks of life, with backgrounds from all around the world.

Regardless of our ethnicity, experiences and education, we're bound by a shared commitment to something bigger: building a better future for those who come after us. We seek to reflect the community we serve, and welcome applications from Aboriginal and Torres Strait Islander peoples, women, people with a disability, neurodiverse, people from culturally and linguistically diverse backgrounds and those who identify as LGBTQIA+.

It's a mission owned by everyone, with opportunities for all.

The role

Communication Officer, Business Continuity

The Communication Officer, Business Continuity will work under limited direction and apply their expertise in preparing a wide range of communication products including briefings relevant to the business continuity function. The role involves ensuring accurate, timely and audience-appropriate information is provided for internal and external stakeholders during business-as-usual and periods of disruption.

Engagement Officer, Business Continuity

The Engagement Officer, Business Continuity works under limited direction and establishes, maintains and fosters relationships with external stakeholders and partners in order to achieve shared continuity and resilience goals. The officer plays a key role as a working-level point of contact to promote departmental collaboration and interoperability.

Incident Response Officer, Business Continuity

The Incident Response Officer, Business Continuity works under limited direction to manage and administer the incident response team and support the Service's emergency management processes. The officer plays a crucial role in ensuring the team is prepared to activate and respond effectively to incidents and to support the Service during periods of disruption.

Role responsibilities

Under limited direction, Communication, Engagement and Incident Response Officers, Business Continuity will be responsible for the following key duties:

COMMUNICATION OFFICER, BUSINESS CONTINUITY

Content Creation and Management

- Create and manage a variety of communication products, including briefings, situation reports, talking points, and internal messaging, to ensure accurate and timely information dissemination.
- Maintain communication templates, approved messaging, and distribution lists to facilitate rapid activation during incidents.

Incident Response Support

- Provide dedicated communications support to the incident response team, including drafting and distributing real-time updates and advisories.
- Activate and manage communication channels and platforms during incidents to ensure continuous information flow.

Stakeholder Engagement and Coordination

- Coordinate with internal and external stakeholders to ensure consistent and clear communication during disruptions.
- Manage clearance chains for communication products to maintain message consistency and accuracy.

ENGAGEMENT OFFICER, BUSINESS CONTINUITY

Stakeholder Management

- Identify and maintain a register of key external stakeholders, partners, and providers relevant to the Business Continuity function.
- Build, maintain, and foster productive relationships with these stakeholders to enable the achievement of collective continuity and resilience goals.

Engagement and Collaboration

- Coordinate engagement activities, forums, and information-sharing arrangements with external stakeholders and partners.
- Facilitate collaborative efforts and ensure effective communication to progress shared objectives and enhance resilience.

Representation and Negotiation

- Represent the Business Continuity function at working-level external and interdepartmental forums.
- Support the negotiation and maintenance of arrangements, agreements, and memoranda of understanding with external partners to strengthen continuity and resilience efforts.

INCIDENT RESPONSE OFFICER, BUSINESS CONTINUITY

Incident Response Management

- Administer and coordinate the incident response team, including rosters, readiness, on-call arrangements, and activation to ensure the team is prepared to respond effectively to disruptions.

Response Planning and Coordination

- Maintain incident and emergency management plans, procedures, and response playbooks.
- Coordinate response activities during incidents, including logging, tracking, tasking, and reporting to ensure an organised and effective response.

Exercises and Readiness

- Plan and run exercises and drills to test the Service's preparedness and capture lessons learned for continuous improvement.

- Maintain response tools, contact directories, and activation systems in a ready state to support timely and effective incident response.

Core skills

We encourage applicants with the following skills and attributes to apply:

Communications Officers

- Demonstrated written communication skills especially in drafting briefings, situation reports, talking points, internal messaging, creating and managing communication templates.
- Ability to coordinate multiple tasks involved in the release of various communication products such as organising clearance of communication products.
- Ability to exercise independent judgement, critical thinking and innovative problem-solving in a complex and changing environment.
- Ability to collaborate with internal and external stakeholders.

Engagement Officers

- Demonstrated experience in building, maintaining and fostering productive relationships with various stakeholders.
- Demonstrated experience in identifying and maintaining registers of key external stakeholders, partners and providers.
- Ability to coordinate engagement activities, forums and information-sharing arrangements.
- Ability to negotiate arrangements, agreements, and memorandum of understanding with external partners.

Incident Response Officers

- Strong administration and coordination skills ideally within an incident response team, including rosters, readiness, on-call arrangements and activation.
- Demonstrated ability to maintain incident and emergency management plans, procedures and response playbooks.
- Demonstrated ability to plan and run exercises and drills in preparation for incident response.
- Ability to exercise independent judgement, critical thinking and innovative problem-solving in a complex and changing environment.

Experience requirements

The following education, qualifications and/or experience are not essential, but will be highly regarded:

- Experience in business continuity planning, crises/disruption response, and/or policy.
- Experience in strategic thinking and development, including a background in threat analysis, or related areas.
- Experience in developing, implementing, and assuring programs of work over multi-year time horizon.
- In addition, the following qualifications will be highly regarded:
 - PUAOPE029 – Conduct Liaison During Emergency Events
 - PUAOPE003 – Manage the Public Information Function at an Incident
 - PUASS00071 – Incident Response Crew/Team Leader
 - PUAOPE018 – Control a Level 2 Incident

Benefits of working at ASIS

ASIS employees enjoy access to generous workplace terms and conditions. Benefits include but are not limited to:

- Competitive salary plus 15.4% superannuation
- A variety of leave options including 22 days paid annual leave per year
- Paid leave between Christmas and New Year
- Domestic Relocation assistance for new staff to Canberra
- Health and wellbeing initiatives
- Salary packaging arrangements
- Learning and development opportunities including access to study assistance
- A variety of support services including but not limited to Employee Assistance Program (EAP) and a Staff and Family Support Office.

While ASIS officers are not able to work from home due to the classified nature of our work, staff have access to a range of flexible working arrangements. These include part time hours, condensed hours and/or flexible start/finish times to support other responsibilities.

ASIS conditions of service are similar to those applying for the Australian Public Service, for a full list of benefits and conditions see asis.gov.au

Eligibility

To be eligible for a role you must:

- Be an Australian citizen
- Be assessed as suitable to hold and maintain a TOP SECRET-Privileged Access security clearance
- For more information on eligibility please see the Protective Security Policy Framework which is publicly accessible at protectivesecurity.gov.au, section 12 provides information on Eligibility and suitability

How to apply

Click on “Apply Now” on our website on the role/s that you are applying for. You will be required to submit the following:

- 800-word pitch outlining your skills and experience for the role
- A current CV, no more than 2 pages in length, outlining your employment history, academic qualifications and relevant training that you may have undertaken
- Details of two referees, which must include a current supervisor

Applicants are encouraged to consider the Integrated Leadership System (ILS) capabilities when preparing their application. For more information on the ILS, and tips for applying for jobs in Australian Public Service, please visit the APSC website found at

www.apsc.gov.au.

All applications for employment with ASIS are handled in the strictest confidence. It is essential you maintain a similar level of confidentiality and that you do not discuss your application with anyone.

Important:

If you are currently living overseas and wish to apply for a role with ASIS, please note that we cannot contact you until you return to Australia. Every part of the recruitment process, including contacting you, must be done while you are in Australia.

If you have no plans to return to Australia in the foreseeable future, we recommend you wait until you return before submitting an application.

Use of AI in recruitment process

We recognise some applicants may use AI technologies to draft applications or prepare for interviews. If you wish to use AI, we recommend doing this only for initial drafts and ensure that your application is personalised and accurately reflects your skills, experiences and capabilities.

Additionally, be aware of the privacy policies of any AI tools you use. Be mindful of the information you are entering into AI tools (personal details, work history, etc) and how using it may link you to potential ASIS employment, noting that you are expected to maintain confidentiality with your application.

If you are invited to attend an interview, the use of AI tools and recording devices during the interview is strictly prohibited. Should AI tools or recording services be detected, your application, and any future applications may not be progressed.

Reasonable adjustments

ASIS is committed to fostering a diverse and inclusive environment for candidates to participate in all stages of the selection process. Please let us know if you require any additional assistance or reasonable adjustments during any stage of the recruitment process and we will work with you to manage this throughout. If you are successful in gaining employment, reasonable adjustments can also be made available to you in performing your role.

Recruitment process – what happens next

We thank all applicants for their interest in a role with ASIS. Please be advised that our selection process is rigorous and extensive and that we do not provide feedback to unsuccessful applicants. **If you progress from application, you will receive an SMS requesting you to complete online testing – please ensure that you complete this testing or your application will not progress further.**

All selection process decisions are merit based and candidates must be prepared to undergo various selection stages throughout the process.

A merit pool will be established for candidates who are suitable for this round and will remain valid for 18 months.