



## Work Placement Position

### Australian Taxation Office Client Services

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CSU's Faculty of Business has developed a workplace learning partnership with the Australian Taxation Office to offer quality competitive placements for both internal and distance students.

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Subjects:	Session 1 (30): BUS220 & BUS370 Session 2 (60): BUS370 Session 3 (90): BUS220
Location:	Albury
Availability:	1 position

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The student will undertake analysis on the recording and collection of hours worked and pay data of the causal employees in the operational team in the Client Services area of the Albury ATO and present information to leaders and key stakeholders. The main tasks will include;

- Researching and clarifying requirements of the accurate recording of pay data
- Liaising with leaders and stakeholders to determine a streamlined approach
- Designing a process to gather and document an effective effect process in comparison to the current recording model
- Gathering and documenting refined processes

Presenting information and recommendation to the stakeholder group.

For an outline on how the tasks/activities within this role relate to employability skills scroll down.

#### Further Info



#### How to apply



Complete [Form F: Authority to Disclose Information](#), and email along with a covering letter, a copy of your academic transcript and resume, to Dr Padma Nathan (Director, Workplace Learning Unit, Faculty of Business) at [FOBJS-WPL@csu.edu.au](mailto:FOBJS-WPL@csu.edu.au)

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**Closing Date**

[Closing Date](#)

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Sub Plan, Business Line	Team
Service Delivery Client Account Services	Client Services
<b>PROFESSIONAL SKILLS</b> (i.e. encompasses background and preparation, ability to learn on the job, work attitude, communication skills, dependability, judgement, attendance and punctuality)	
<p>The student will be exposed to a professional work environment where they will be expected to understand and apply the professional standards of the organisation. This will include demonstrating appropriate work place behaviours and delivery of outcomes against expectations. The behaviours and work practices, coupled with delivery of the project activities, are highly transferable to any professional organisation. This will provide the student with a sound foundation for employment. The student will be provided with an outline of the project, however they will need to use initiative to plan the approach, design a process and engage with stakeholders. The project will require communication with leaders, staff and impacted stakeholders using a number of channels, eg; email, telephone and face to face.</p>	
<b>TEAM WORK</b> (i.e. opportunities for participating in a team environment)	
<p>The student will work closely with the Client Services leadership team when undertaking their work. Completion of the project or proposed recommendations will also require interaction with stakeholders which may present their proposal being considered nationally. The student will be expected to develop effective strategies to build and maintain productive relationships and networks.</p>	
<b>PROBLEM SOLVING</b> (i.e. opportunities for exercising problem solving skills)	
<p>The student will be required to design an implementation plan outlining how the project outcomes will be achieved. The plan will include; timelines, key deliverable, engagement strategy, risk assessment and strategies to mitigate the risks. This will allow the student the opportunity to identify problems and provide workable solutions</p>	
<b>INITIATIVE</b> (i.e. opportunities for using initiative and ambition, ability to work independently)	
<p>The student will be able to formulate and design the process including creating innovative engagement processes. This level of flexibility will provide an opportunity to review, create, and design improvements to processes. The consideration of a contemporary outcome will allow the student to review and research a model where opportunity to show initiative and ambition may be displayed.</p>	
<b>PLANNING AND ORGANISING</b> (i.e. opportunities for planning an organising)	
<p>The student will need to plan and organise their time effectively to ensure deliver of the project plan. This would include planning and scheduling meetings that would meet the tenure of their placement along with facilitating of group discussions with outcomes.</p>	
<b>SELF MANAGEMENT</b>	

**(i.e. ability to manage own work, capacity to learn independently)**

The student will have the opportunity to work independently to plan and deliver the project, they student will also be supported by a team leader and the stakeholder group. The student will be provided the opportunity to assess their success in the project through briefing sessions and updates with the leadership group.

**TECHNOLOGY**

**(i.e. opportunities and abilities for using information and communication technology)**

The student will need to use IT facilities to undertake the research, gather and document information and present the skills information for review. Additionally a critical analysis of data would be required to identify improvements that meet a secure process. Presentations to groups around the project and information gathered will also provide an opportunity to use a range of contemporary technologies.