

# Graduate Recruitment in OSR

The Office of State Revenue (OSR) is part of NSW Treasury. OSR is responsible for the collection of State revenue including taxes, duties and penalties to fund services for the people of NSW. We also administer a number of revenue schemes such as the First Home Owner Grant Scheme.

Our corporate objectives are to maximise compliance, effectiveness and efficiency, stakeholder satisfaction and organisational and staff capability.

We have three operational divisions:

- Operations
- State Debt Recovery Office (SDRO)
- Revenue Advisory Services (RAS)

and two support divisions:

- Executive
- Information Services (ISD)
- Management Services (MSD).

Read more about OSR at  
[www.osr.nsw.gov.au/about/corporate/](http://www.osr.nsw.gov.au/about/corporate/)

OSR provides an excellent work environment with friendly staff and flexible hours.

**Stephanie Lam**  
Graduate, Land Tax Program



## Operations Division

Most Graduate positions within OSR are located in Operations Division. This Division administers legislation relating to state taxes, grants and subsidies. The Division provides a range of programs and functions such as:

- Client service – dealing with contact from clients regarding state taxes, grants and subsidies. These inquiries are handled in the Tax Call Centre – our first point of contact and resolution of client inquiries – and in units dealing with specific taxes and grants.
- Compliance – administering a range of programs that target risks to compliance with state tax, grants and subsidy legislation. This work has a case and project management focus and includes desk and field audit activities.
- Revenue assessment and collection – informing clients of their liabilities and assessments in relation to state taxes. We also monitor payments and actively manage the collection of revenue.
- Debt management – managing the collection of overdue taxes and duties, including the initiation and progress of legal action for particular debts.
- Strategic support – providing analysis, matching and mining of data to deliver the casework for compliance project teams. They also supply administrative and professional development support to the division.

## Management Services Division

A number of Graduate positions within OSR are located in MSD. This division provides a range of support services including:

- Finance – providing financial, management, systems and revenue accounting services to the other Divisions of OSR and ensuring compliance with all external legislative and financial reporting requirements.
- Corporate strategy – facilitating strategic planning, risk management, undertaking corporate research, monitoring corporate KPIs and providing information analysis and reporting.
- Human resources – delivering a range of strategic and support services to optimise workforce effectiveness and capability, in areas such as recruitment, HR Consultancy, workforce planning, OHS, industrial relations and learning and performance.
- Communication – coordinating corporate publications and providing specialist services to assist in communicating with internal and external audiences.
- Business Services – providing support services including contracts and procurement, records, facilities and property, fleet and asset management, environmental sustainability, business continuity and security.





## The Graduate role

The Graduate role (also known as Departmental Professional Officer or DPO) is a generic, entry level position which can potentially be located anywhere within the business.

Most Graduate positions are located in the Compliance Audit, Land Tax, Duties or Debt Management areas within Operations Division. These areas provide an ideal introduction to the core business of OSR, providing Graduates with the opportunity to learn about a variety of taxes and grants and to be involved in the key functions of assessment and debt management. Most Graduates will spend some time in various teams within these branches.

Graduate positions also exist in MSD. Graduates can be placed in Finance, Corporate Strategy or Human Resources branches. These positions provide Graduates with the opportunity to learn a range of skills and knowledge and participate in critical support, management and resource functions.

To perform the role effectively, a Graduate needs to have an aptitude for research and problem solving; the ability to think and act quickly; well-developed written and spoken communication; a capacity for working effectively within teams; and the ability to learn and grow. With solid foundational skills in these areas, Graduates will be able to make the best of opportunities for development and advancement.

Some duties that a Graduate might be involved in when working in specific business areas are:

- **Audit and investigation**  
Graduate positions may be responsible for conducting audits and investigations in the payroll tax, land tax or first home benefits areas. This involves conducting preliminary research to confirm whether clients are liable for a tax or repayment of a grant or concession. Some clients will need further investigation and will be asked to provide certain information. Graduates then analyse this, gather data to confirm the validity of any claims made, reference the legislation to determine whether the client is liable, issue assessments, and contact the client to advise them of the decision. Liabilities and notes regarding each case are recorded in OSR's IT system. While the majority of the work is by desk audits, they may also assist senior officers to conduct field audits. After some time, Graduates may also have the opportunity to train and develop other staff new to the branch.
- **Debt management**  
The primary role of a Graduate in this area is to contact clients and arrange payment of outstanding debts. This usually involves locating or confirming contact details using a variety of search engines; analysing the case history; contacting the client; using negotiation and problem solving skills to secure payment within acceptable timeframes; actioning the debt and recording case details on OSR's IT system. Graduates are allocated cases each week and also follow up electronically generated work items; answer incoming phone calls; and respond to mail, faxes, e-mails and returned mail. The role also involves monitoring cases; identifying when clients default on agreed payment arrangements; recommending and initiating legal action and preparing documents to support this. After some time, Graduates may also have the opportunity to train and develop other staff new to the branch.

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The Graduate role at OSR offers an opportunity to gain invaluable skills and knowledge on a variety of issues.  
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**Stephanie Lam**  
Graduate, Land Tax Program



The OSR Graduate role is a fantastic first step as it supports further education, helps you develop your skills and offers opportunities through a rotation policy to progress your career.



**Fadi Habib**  
Graduate, Debt Management


- Duties program

A Graduate working in this area will assess documents for liability to duty and collect the revenue due. They will also provide advice to clients in response to telephone and counter inquiries. These functions will involve learning, understanding and applying a range of legislation as well as using tools such as Revenue Rulings, Technical and Procedural Instructions and Business Rules. Graduates working in the Duties Program will use a range of computer applications; research and analytical skills; communication, negotiation and conflict resolution capabilities; and will develop accuracy and attention to detail. In time, Graduates may also progress to analysing and processing applications for exemption, dealing with refunds of duty paid, and learning about the support and audit processes of Electronic Duties Returns clients.

- Finance branch

A Graduate working in Finance will be a member of the financial accounting team and share responsibility for the accounts payable, accounts receivable, asset management, banking reconciliations, accounting policies and procedures, tax accounting and statutory reporting. They will specifically process accounts payable and accounts receivable transactions in accordance with OSR accounting policies. They will also gather and collate data for the calculation of payroll tax, fringe benefits tax, and GST returns and will assist in the preparation of the Annual Financial Statements. Graduates placed in Finance will also prepare reconciliations and journals to ensure the accuracy and the integrity of financial data and liaise with clients in response to queries and to provide advice on financial matters. They will contribute to the development and documentation of accounting policies and procedures and participate in process improvement projects designed to maximise value for money outcomes. With the acquisition of skills in the financial accounting team, Graduates will have the required skill set to be competitive for more senior positions in the financial, management and revenue accounting units.





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Continuous support from management and their 100 per cent commitment to ensuring a healthy Work/Life Balance are some of the greatest benefits on offer.  
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**Matthew Morey**  
Graduate, Corporate Strategy



## Development and career opportunities

All new staff to OSR are provided with a program of formal and informal training to enable them to perform their role. The in-house program includes:

- corporate induction and orientation
- divisional induction and orientation
- technical training for legislation and policy
- systems training of OSR software
- skills training
- familiarisation with ISO procedures.

Graduates are provided with a workplace coach to assist them in learning all aspects of their role. Their learning needs and career goals are regularly visited as part of our performance review process.

We provide many opportunities for staff to develop their technical, professional and management skills. These include:

- leave and financial assistance to support relevant tertiary studies
- access to in-house and external training programs
- support for CPA and ICAA mentoring programs
- temporary appointment, lateral transfer and development opportunities throughout OSR
- participation in specific projects
- programmed rotation within Operations Division.

Graduates can explore different functions of OSR and develop a range of highly marketable skills. Many consequently progress to more senior roles in management, field audit, technical specialties, policy, corporate strategy, finance and legal areas. Others have been successful in gaining placements in other government agencies.

## Benefits of working in OSR

All of our Graduate positions are based in our Parramatta offices, conveniently located close to public transport, major shopping centres, restaurants and a variety of other services.

We provide attractive, family-friendly working conditions such as flexible work hours, career breaks, a range of generous leave entitlements and staff health programs. These conditions provide an effective balance between work and personal life and contribute to the well being of our employees.

Read more about the benefits at [www.osr.nsw.gov.au/about/careers/conditions/](http://www.osr.nsw.gov.au/about/careers/conditions/)

An active social club within OSR provides a schedule of entertainment and events throughout the year, providing staff with opportunities to meet and socialise outside of the workplace.

## OSR values

OSR is a values-driven organisation where all employees are expected to behave according to our corporate values of Responsiveness, Integrity, Teamwork and Achievement. These underpin the way we do business and the way we treat our clients and each other.

Read more about our values and Code of Conduct at [www.osr.nsw.gov.au/about/corporate/](http://www.osr.nsw.gov.au/about/corporate/)



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