

Graduate Recruitment in OSR



Office of State Revenue
NSW TREASURY
ISO 9001-Quality Certified

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 three support divisions:

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

Read more about OSR at www.osr.nsw.gov.au/about/corporate/

“ ISD is a dynamic, friendly and fun environment. I see our typical successful graduates as individuals who are creative, progressive, energetic, service orientated and team focused. ”

David Kennedy
Chief Information Officer, Director ISD

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.

An ISD Graduate can be placed in Applications, Infrastructure, Security Operations and Risk, or Governance Architecture and Projects branches. Graduates will have the opportunity to learn our systems and processes and grow as an ICT professional.

Graduate positions in MSD 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.

Most Graduate positions are located in the Operations Division. Operations provides an ideal introduction to the core business of OSR, providing Graduates with the opportunity to learn about a variety of taxes.

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.



ICT Graduate opportunities within Information Services

ISD provides the Information and Communication Technology (ICT) for internal and external clients. It is both an enabler and driver in the delivery of OSR's client services.

The rapid changes of information economy in the last decade is advancing OSR's ICT services, now requiring and giving opportunities for ICT graduates to make a difference. There are graduate opportunities in all four branches of ISD, successful graduates will work with experienced ICT professionals.

Applications Branch

Responsible for all in-house developed applications. The branch believes in 'People First' philosophy which generates a friendly and business-focused culture, bringing greater workforce flexibility and capability to deliver business priorities.

Infrastructure Branch

Responsible for the development, maintenance and support for all IT Infrastructures. 'Communicating Well' is the branch's aim, focusing on innovation in continual improvement in ISD communication, business systems and solutions essential.

Security Operations and Risk Branch

Responsible for improvement and maintenance of high level of service to business units reliant upon OSR IT services. It promotes 'Ensuring Availability' in all service levels; anticipating and responding appropriately, being prompt in identifying the need for and taking action by providing innovative and effective solutions.

Governance, Architecture and Projects Branch

Responsible for the Information Systems functions to provide an overarching framework to OSR in the undertaking of projects. 'Improve Service Delivery' means being accountable and improving business deliverables for projects to be delivered on-time and on-budget.

The successful applicants will benefit in developing and maintaining OSR's technology services, its environments, systems and solutions. Graduates will develop and grow as an ICT professional. Graduates are offered the opportunity to rotate through ISD branches.

Our vision

An information centric environment focused on the user and their information needs.

Our mission

To deliver value for money, innovative, responsive and effective ICT services that enables the delivery of OSR services.

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/

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/



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