

Senate Economics Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Treasury Portfolio

Supplementary Budget Estimates

2016 - 2017

Division/Agency: Australian Taxation Office

Question No: 262

Topic: Customer Service Chief

Reference: Written (19 October 2016)

Senator: Ketter, Chris

Question:

- 1) The ATO recently appointed Melinda Smith, formerly of Masters Hardware, as its customer service chief. Can you outline the reasoning for her appointment?
- 2) How was the job advertised?
- 3) How many other candidates were interviewed?

Answer:

- 1) Ms Melinda Smith was appointed to the position of the ATO's Chief Service Delivery Officer (SES Band 3) on 17 October 2016. This position is a member of the ATO Executive and the leader of the ATO's Service Delivery Group. The position was made vacant when Second Commissioner Geoff Leeper resigned at the beginning of August.

Ms Smith was appointed to the position to bring to the ATO Executive and to the Service Delivery Group her:

- extensive executive experience in driving customer service and transformation programs in large scale environments
- ability to understand the needs and behaviour of customers
- ability to design and deliver contemporary ways to interact with and serve customers
- ability to drive efficiency and value for money
- interpersonal skills, people leadership and representational capability.

Ms Smith is considered highly talented and an excellent acquisition for the ATO and the Executive team, and the broader Public Service.

- 2) An SES Band 3 full merit selection process was run in April 2016 to fill the Chief Operating Officer position. Although not appointed as the Chief Operating Officer, Ms Smith applied for the position and was found highly suitable for the SES Band 3 role and particularly well suited to a service delivery, customer engagement role. Ms Smith was subsequently appointed to the Chief Service Delivery Officer role utilising the order of merit from that process.
- 3) Six candidates were interviewed in total - from a field of 58 applicants.