

ALEX MORGAN

Policy & Program Officer | Australian Public Service (APS 4-5)

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PROFESSIONAL SUMMARY

Results-driven APS 4-5 officer with 3.5 years of experience across frontline service delivery, program administration and policy support in Commonwealth agencies. Skilled in stakeholder engagement, briefing and correspondence, records management and data analysis. Proven record of improving processing times, managing compliant grant and case workloads, and writing clear, evidence-based advice for senior decision-makers. Australian citizen with eligibility for Baseline security clearance.

PROFESSIONAL EXPERIENCE

Program Officer (APS 5) Feb 2025 – Present
Department of Employment and Workplace Relations, Canberra ACT

- Administer a grants program of 120+ active agreements valued at \$8.5M, ensuring compliance with the Commonwealth Grants Rules and Guidelines.
- Draft ministerial briefs, Question Time briefs and correspondence, achieving a 95% first-pass clearance rate.
- Analyse program data in Excel and Power BI to produce monthly performance reports, reducing reporting time by 30%.
- Coordinate stakeholder consultations with state agencies and community organisations to inform policy improvements.
- Maintain accurate records in TRIM/Content Manager in line with the Archives Act 1983.

Service Delivery Officer (APS 3-4) Sep 2023 – Jan 2025
Services Australia, Canberra ACT

- Assessed and processed 40+ Centrelink and Medicare claims daily with 98% accuracy under legislative and policy requirements.
- Resolved complex customer enquiries and complaints, lifting customer satisfaction scores by 12%.
- Trained 8 new starters on payment systems and privacy obligations, cutting onboarding time by two weeks.
- Identified process gaps and recommended workflow changes adopted across the team, reducing rework by 18%.

Administration Officer (APS 2) Mar 2023 – Aug 2023
Department of Finance, Canberra ACT (Graduate Entry Role)

- Supported finance and HR teams with data entry, invoice processing, procurement records and meeting coordination.
- Managed 500+ records and contract files, improving document retrieval accuracy.

EDUCATION

Bachelor of Public Policy and Administration
Australian National University, Canberra ACT – 2022

VOLUNTEERING

Intake Volunteer 2022 – Present
Canberra Community Legal Centre, Canberra ACT

- Screen and refer 15+ clients per month, applying privacy, confidentiality and plain-English communication standards.

KEY CAPABILITIES

- Policy research and analysis
- Ministerial and executive briefing
- Program and grants administration
- Stakeholder engagement
- Project coordination
- Records and information management
- Customer service and case management
- Data analysis and reporting
- Procurement and contract support
- Risk and compliance awareness

TECHNICAL SKILLS

Microsoft Excel

Power BI

Word

PowerPoint

SharePoint

Content Manager (TRIM)

SAP

Microsoft Teams

KEY ACHIEVEMENTS

- Recognised with a Secretary's Award for Service Excellence, 2025.
- Led a process review that shortened grant payment turnaround from 14 to 9 days.
- Delivered zero audit findings on a 120-agreement grants portfolio.

TRAINING & CERTIFICATIONS

- APS Foundation Program – APS Academy
- Project Management Fundamentals – PRINCE2 Foundation
- Protective Security Awareness Training
- Australian Government Records Management
- Mental Health First Aid

WORK RIGHTS & AVAILABILITY

Australian Citizen
Baseline clearance eligible

Availability
4 weeks notice; open to Canberra, hybrid or flexible arrangements

REFEREES

Available on request.