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29 July 2010

Attn: Recruitment Officer
Re: Team Leader (APS6)
Business Line: Client Account Services
Ref No: 78-0921

Dear Sir/Madam,

I write with great interest to be considered for the above career opportunity at the Australian Taxation Office presently available in the CAS Outbound Section, Hobart.

As further detailed in my attached résumé, I have acquired 13 years diverse experience in various leadership, client service and administration roles throughout the public and private sector. Since 2007 I have contributed at the Australian Taxation Office in various capacities such as CAS Hobart Outbound (APS3), Team Manager - After Hours Team (APS6), Coach - After Hours Team, Coach Client Account Services (CAS) Team 2, Assistant to the Hobart Leadership Team (APS4) and Client Account Services Tax Officer (APS3). I have thoroughly enjoyed and excelled in the team leadership and coaching roles I have assumed to date at the ATO with strong interest in taking my professional career to the next level, offering my 100% flexibility, dedication and commitment.

I have acquired a broad range of relevant skills in recent years including staff motivation, coaching, rostering and training of 40+ staff; driving the team's attainment of departmental objectives; facilitating training packages; meeting targets and reporting of statistics; developing team members via personal development plans; providing coaching feedback and filing of observation sheets; conducting performance appraisals and undertaking staff counseling; financial reporting; interpreting legislation and educating staff regarding policies, procedures and project objectives.

Confident I would make a positive contribution as Team Leader (APS6) in Client Account Services, I welcome the opportunity to managing the achievement of business objectives of the team, developing strategies and completing performance agreements, learning and support plans; motivate and encourage team members; apply the client service principles inherent in the taxpayers' charter; ensure available team resources to provide high standards of client service; build strong partnerships with other Team Leaders; act as a principal driver in implementing and managing change within the team; assist team members in adapting to change in the working environment, technology and business practices; promote and encourage team members to contribute to an environment of continuous improvement and best practice.

Committed to professional development, I have completed a Certificate III in Telecommunications (Call Centres), MS Excel Intermediate, Office Administration Level II together with extensive Australian Taxation Office including Financial Management: A Managers Perspective, Leadership in Government: Managing Conflict, Leadership in Government: Emotional Intelligence, Team Leader Program: Promote Innovation in a Team, Team Leader Program: Show Leadership in Workplace, Team Leader Program: Promote Team Effectiveness, QF Assessor Training and Team Leader Induction.

Find attached my résumé that details my work history, skills, achievements and qualifications relevant to this position together with my response to the selection criteria. I am certain an interview would fully reveal my suitability for the opportunity to contribute to the Australian Taxation Office, CAS Outbound Section, Hobart. I greatly appreciate your valuable time in reviewing my application, don't hesitate to contact me if you have any questions on 0438 656 727 or via email at kylie.broadford@ato.gov.au.

Yours sincerely,

Kylie Broadford