

Position Description

Job title:	Director, .au Licensing Framework
Department:	Operations
Work type:	Full time
Reports To:	Chief Operating Officer (COO)
Position Reports:	Licensing Policy, Registrar, Compliance Team
Position Contact:	Chief Operating Officer (COO)

About the organisation

.au Domain Administration (auDA) is Australia's country code Top Level Domain (ccTLD) administrator and self-regulatory policy body, which oversees the operation and management framework of the .au domain of the internet.

auDA is a for-purpose community-based public company limited by guarantee. It is endorsed by the Australian Government and has an agreement with the global Internet Corporation for Assigned Names and Numbers (ICANN) to manage the .au ccTLD. Its job is to provide a safe, secure and reliable namespace for more than 20 million Australian internet users.

Further information about auDA is available at www.auda.org.au.



Our values

Leadership

We are committed to communicating openly, and adding value to our multistakeholder community, locally, regionally and globally.

Collaboration

We work together as one auDA in the service of Australian, regional and global internet users.

Accountability

We honour our commitments, are responsible for our decisions, actions and performance, and deliver excellence.

Curiosity

We seek to grow our knowledge, including of emerging practices, be adaptive and improve our understanding of our stakeholders and their viewpoints.

Australian Government's Terms of Endorsement

The role relates to one of the three core functions in the Australian Government's Terms of Endorsement for auDA:

- Administer a licensing regime for .au domain names based in multi-stakeholder processes that is transparent, responsive, accountable, accessible and efficient.
 - Develop and periodically review policies for the .au domain with a multi-stakeholder approach to provide the greatest benefit for the Australian community
 - Maintain and ensure compliance with these policies
 - Maintain appropriate dispute resolution policies that are consistent with Australian and international best practice
 - Maintain a complaints process that is clear and consistent and provides procedural fairness.

The Terms of Endorsement also include a core principle for auDA to maintain relationships and work co-operatively with other Government departments and agencies, including:

- the Australian Federal Police (AFP)
- the Australian Cyber Security Centre (ACSC)
- ACCC's National Anti-Scam Centre
- the Office of the eSafety Commissioner
- the Australian Communications and Media Authority (ACMA)



- the Department of Home Affairs
- the Department of Foreign Affairs and Trade and
- IP Australia.

In addition to best practice security, auDA will also have regard to maintaining and enhancing the reputation of the .au domain as a secure, trusted online space.

auDA's policies must improve the utility of the .au domain for all Australians and continue to promote competition, fair trading and consumer protection to facilitate equitable access to domain name licences.

auDA must take into consideration the full range of stakeholder views, when reviewing or developing policies related to auDA's core functions.

About the role

The Director, .au Licensing Framework position is responsible for the .au Licensing Framework for .au – Australia's country code top level domain name (ccTLD). The framework consists of:

- .au Domain Administration Rules: Licensing
- .au Domain Administration Rules: Registrar
- .au Domain Administration Rules: .au Direct Priority Implementation
- .au Dispute Resolution Policy (auDRP)
- auDA's Compliance Posture
- auDA's Annual Compliance Plan.

The effective management of the licensing framework builds integrity in the .au domain so all stakeholders can have trust and confidence in .au online. This role ensures that the registrars are held accountable for the appropriate licensing of .au domain names and the conditions in their Registrar Agreement.

The Director, .au Licensing Framework is the lead role responsible the different aspects of the licensing system:

- Registrar accreditation and compliance
- Monitoring and auditing of .au licensing to identify issues of non-compliance
- Registrar engagement
- Complaints management, including investigations, enforcement, and internal and external reviews
- Dispute resolution
- Consumer protection in relation to the licensing of .au domain names
- Reviewing and updating rules and policies through a multi-stakeholder policy development process



- Maintaining authoritative and accurate registry related data
- Appropriate reporting to internal and external stakeholders
- Engagement with law enforcement bodies to assist with scams prevention within auDA's scope for licensing .au domain names.
- auDA's Compliance Posture, which has three stages of engagement:
 - Communicate and educate,
 - Guide and facilitate, and
 - Move to enforcement where breaches are not or cannot be rectified.

As a member of the auDA Leadership Team, the role will contribute to strategic planning and relevant metrics of auDA's performance.

The role will also drive the ongoing development of an organisational culture that embodies auDA's values, promotes privacy, cyber security, and a positive, safe environment for staff.

Key responsibilities

Strengthen Australians' trust in .au through compliance

- Oversee the development and delivery of a high-quality and efficient domain name licence compliance program with the .au Licensing Rules that encompasses customer enquiries, complaints, audits and DNS abuse reviews
- Oversee the development and delivery of a high-quality and efficient registrar compliance program with the Registrar Agreement and the .au registrar rules, including both licensing and security requirements
- Be the authoritative source on the .au Licensing Rules, undertaking more complex cases, reviews, law enforcement requests and referrals as required
- Oversee the compliance processes, making a judgement call about when to escalate to the COO, CEO or specialist roles for security or legal matters as examples
- Liaise with the Registry Operator to action compliance requests and ensure that registrars are receiving appropriate technical support
- Identify emerging or systemic issues that need attention, and develop and deliver a suitable intervention program to improve integrity and operation of the licensing regime
- Develop processes to prevent unnecessary suspensions of domains, recognising that the DNS is an essential service to many registrants and the community more broadly.

Stakeholder engagement with registrars

- Build effective relationships with registrars to assist them with continually improving validation processes, consumer complaints handling, and security obligations
- Co-design and develop industry standard templates, toolkits and initiatives that empower and incentivise registrars to proactively meet regulatory obligations facilitating self-remediation pathways
- Promote compliance by ensuring registrars are provided with data insights relevant



to their operations and emerging issues, and facilitate access to appropriate internal expertise including security

- Lead regular strategic dialogue with registrars and potential registrars to foster competition and collaboration to promote a trusted .au domain for channel growth, addressing systemic issues and supporting capability across the .au domain name ecosystem
- Monitor and provide advice to the CEO, COO and Board on the delivery of relevant contract obligations of the Registry Operator to provide technical support services to registrars including access to operational testing environments, registry access, technical support and online tools
- Actively keep abreast of consumer trends relevant to domain names, including undertaking research, consultation with consumer bodies and other regulators and through registrar/reseller network engagement.

Stakeholder Engagement with Government Departments and Agencies

- Lead auDA's engagement with national Government departments and agencies with respect to the .au Licensing Framework including:
 - The Australian Federal Police (AFP)
 - The Australian Cyber Security Centre (ACSC)
 - ACCC's National Anti-Scam Centre
 - The Office of the eSafety Commissioner
 - The Australian Communications and Media Authority and
 - IP Australia.
- Lead auDA's engagement with State-based fair trading (e.g. Consumer Affairs Victoria) and business support agencies (e.g. Business Victoria).

Quality Assurance

- Role model a consistent public and stakeholder-facing communication approach that supports transparency, trust, timely responses and positive engagement
- Manage the collection and analysis of data to measure the effectiveness of the compliance program and drive continuous improvements and evidence-based decision-making
- Develop and embed processes and systems across the team that enhance compliance consistency, efficiency, service and champion the effective adoption of new knowledge and technologies
- Ensure operations documentation and capability is maintained to a high standard to support consistent decision-making, service continuity and legal compliance including privacy.



Licensing Stewardship

- Research and engage with relevant stakeholders to keep abreast of and adopt global trends pertaining to licensing policy, compliance, DNS abuse, law enforcement, consumer regulation, registrar performance, multi-stakeholder models and other relevant issues
- As directed, lead auDA managed reviews of the Licensing Framework and published policies and assist in the management of external reviews led by Policy Advisory Panels under the multistakeholder model
- Ensure policy updates, Registrar Agreements and accreditation standards are kept contemporary, reflect best industry and consumer standards and practice and are developed in consultation with relevant internal and external stakeholders
- Oversee the preparation, testing and delivery of relevant training initiatives for internal and external audiences including panels, registrars, resellers, registrants and other regulatory bodies.

Governance

- Engage with the auDA Board and relevant Committees by advising on issues and responding to queries, contributing to ongoing interactions, and supporting governance processes including preparing accurate and insightful reports.

Key selection criteria

Mandatory

- Proven achievements as a senior leader with demonstrated ability to communicate with influence
- As a strategic thinker, convey complex issues in an accessible manner, and role model expected leadership behaviour
- Highly developed stakeholder engagement capability, including the ability to build productive working relationships, consultation and negotiation skills and strong interpersonal skills
- A deep understanding of regulatory, policy and contract-related environments including the need to balance industry, consumer and community interests and adhere to evolving standards
- Excellent investigative and analytical skills applied to evidence-based planning, resource prioritisation and decision-making that is aligned to best practice and the strategic objectives of the organisation
- Experience in applying systems thinking and introducing new or improved business practices, leveraging new technologies (including AI) and continually challenging and building team capability.



Desirable

- Industry knowledge – experience working in the internet software and services ecosystem – e.g. domain names, DNS hosting, web hosting, web design, email systems, SaaS applications and cloud computing
- Tertiary qualifications – in any field including law, business administration, information technology, data, public policy or humanities
- High level of technology literacy – with experience in case and customer relationship management systems, data analysis, various software tools and intelligence sources and digital collaboration as examples
- Demonstrated experience in handling complaints within a compliance environment ideally with experience in a regulatory setting area within statutory authorities, government (ombudsman), corporates such as banking, insurance, health, and essential services (gas, electricity and water).

Other

Occasional work outside business hours will be required. Occasional domestic travel and potentially international travel may be required.

Important information

Background checks

A National Police Check, Right to Work and bankruptcy will be conducted as part of the recruitment process. An *AusCheck Critical Infrastructure Background Check* will also need to be conducted. Where applicable, international background checks may also be required.

Privacy collection information

.au Domain Administration Limited ACN 079 009 340 collects your personal information for the purpose of assessing and responding to your application. All personal information is collected in accordance with the *Privacy Act 1998* (Cth) and our [Privacy Policy](#).

We, or our third-party tools or platforms, may disclose some of your personal and sensitive information to our payroll, invoicing and data storage and records management services located overseas, including in the USA, United Kingdom, New Zealand, Singapore, Malaysia, Vietnam, and the Philippines. You agree to this disclosure and acknowledge that such recipients may use de-identified employee data for that recipient's commercial purposes. We will ensure that all arrangements with third party tools or platforms or third-party service providers will contain appropriate controls (which may be contractual or operational) to protect your personal information.

If you have any questions or would like to access your personal information held by auDA, please contact us at privacy@auda.org.au.



Occupational Health and Safety

In the context of OHS policies, procedures, training and instruction, as detailed in Section 25 of the *Occupational Health and Safety Act 2004* (Vic), employees are responsible for ensuring they:

- Follow reasonable instruction
- Cooperate with their employer
- At all times, take reasonable care for the safety of themselves and others in the workplace.

Flexible working arrangements

We believe in supporting our employees in balancing their work and life commitments. All roles at auDA can be worked flexibly by mutual agreement. This underpins a diverse, adaptive and high-performing workforce. The nature and scope of flexible options available will depend on the nature of the position. Applicants are encouraged to discuss flexible arrangements with the hiring manager during the recruitment process.

Please note that the role may require you to work the hours which are reasonably necessary to fulfil the requirements of the position, or as required by auDA, including monitoring, reading and responding to business-related communications from auDA or customers outside of usual office hours, where reasonable. The remuneration for this role includes compensation for all hours you would be required to work, including reasonable availability out of hours

Last Updated

28 October 2025