



# Selection documentation



<b>Position title/ No:</b>	Advisor Support / 20909
<b>Classification:</b>	APS Level 5
<b>Location:</b>	Adelaide, Melbourne, Sydney, Brisbane
<b>Division/Section:</b>	Client & Digital Services Division/ National Service Centre
<b>Reports to:</b>	Team Leader
<b>Employment status:</b>	Ongoing / Non-ongoing *
<b>Hours:</b>	Full time - 37.5 hours per week
<b>Security clearance:</b>	Baseline vetting
<b>Salary:</b>	\$76,251 - \$82,352 p.a. plus 15.4% super
<b>Closing date:</b>	Tuesday 8 December 2020
<b>Contact for questions:</b>	Jade Niemann, 02 8106 2352

**AFSA actively promotes flexibility with working options in this role to support your family commitments and personal interests**

\*This recruitment process is being used to fill a current ongoing position in either our Adelaide, Brisbane, Melbourne or Sydney office. A merit pool of suitable candidates may be established as a result of this process to assist AFSA to fill similar ongoing and non-ongoing positions that may become available over the next 12 months. Non-ongoing positions may be offered for a period of up to 18 months with the possibility of extension (up to a total period of 3 years). Should a non-ongoing position become ongoing or should an ongoing position become available, the merit pool established by this process may be used to determine a suitable candidate(s).

## Eligibility

Please note that this opportunity is open only to Australian Citizens. The successful applicant must have, or be willing to undergo a security clearance to the level of Baseline Vetting as a condition of employment.

To satisfy character requirements all AFSA employees must undergo a police records check. Where a person has received a redundancy benefit from APS agency employment and their corresponding redundancy benefit period has not expired, they may be ineligible for employment.

## About the area

The Client and Digital Services division provides a range of services including statistics, stakeholder communication and engagement, and frontline service delivery for insolvency and PPSR enquiries, information and transactions. It works to streamline services through process innovation, informed by the needs of our clients. The division also supports AFSA to deliver effective and efficient digital services in a timely manner, while preserving the integrity and security of AFSA's data assets.

## Purpose of the position

Assist in the Development of Client Service Officers to manage personal insolvency and personal property securities interactions via our service delivery channels effectively and efficiently and to be client focused and willing to understand and meet the changing demands of the Australian public.

Provide excellence in service delivery by managing complex matters and taking escalated personal insolvency and personal property securities enquiries.

Support Client Service Officers to understand operational/system and legislative changes.

## Key Accountabilities

- Use sound judgement and problem solving skills when managing escalated and complex personal insolvency and personal property securities matters and provide accurate and timely information to clients and stakeholders.
- Respond to client needs in a professional manner, whilst maintaining the highest level of customer satisfaction by seeking first contact resolution.
- Manage competing priorities and work under limited supervision.
- Identify service delivery issues and skills and knowledge gaps and; Assist in implementing strategies to improve procedures and practices.
- Contribute to the development and implementation of written work instructions.
- Assist with managing change (system releases & enhancements, processes and legislative amendments) which affects the National Service Centre (NSC) by:
- Liaising with internal stakeholders and subject matter experts to identify risks and troubleshoot issues
- Reviewing detailed work instructions and assisting with training
- Drafting written content to staff communications to inform of changes
- Providing guidance and support to Client Service Officers to understand operational/system and legislative changes
- Support staff knowledge and provide technical information through multiple channels including verbal, written and structured training sessions and provide technical input for the development and delivery of training and coaching for staff.
- Respond in a positive and flexible manner to change and uncertainty and effectively communicate and manage priorities.

All duties will be performed in accordance with:

- the APS Values, Code of Conduct and Employment Principles
- WHS obligations, taking responsibility for own health and safety and that of others
- AFSA's risk management framework and relevant legislation, including guiding others to identify and mitigate foreseeable risks.

## **Skills and Capabilities**

### **Navigates ambiguity**

Demonstrates proactivity, emotional intelligence and self-direction in the face of uncertainty or new situations. Deals with issues that cannot be resolved immediately with high levels of persistence and resilience. Applies a solution-focussed approach to solving problems.

### **Client Services**

Accurately defines, addresses and resolves escalated and more complex matters and provides information to clients and stakeholders to enable informed decision making. Acts as a technical escalation point on personal insolvency and personal property securities matters providing accurate and timely support with complex enquiries.

### **Negotiation and persuasion**

Demonstrates strong listening skills, displays an ability to control emotions and maintain focus on the issues, is tactful and respectful in discussions, and clearly and effectively communicate issues and solutions to all relevant parties. Able to present counterpoints to overcome objections through understanding others objectives.

### **Drive Innovation & Optimise Value**

Seek to utilise relevant data to identify opportunities for innovation, improve work practices and ways to contribute to adding value to organisational goals.

### **Legislative Interpretation and Application**

Reads and applies legislative instruments used as the basis of deciding and taking appropriate course of action and identifying pertinent issues.

### **Call Centre Operations**

Improve call centre operations by identifying trends and resolving issues.  
Accomplishes call centre objectives by training, coaching, and enforcing policies and procedures.

## **Qualifications, accreditations and experience**

Insolvency and PPSR knowledge highly desirable

## Application details

The application is the tool that the selection committee will use to shortlist applicants.

Your application must include:

1. A completed Position Application Form (available on the AFSA [website](#))
2. A current Resume/ CV including contact details for at least two recent referees
3. Covering letter, no longer than two pages that considers the key responsibilities and essential capabilities of the position and states the following:
  - Why you are interested in the position
  - How your skills and experience make you the best person for the position
  - What value you can add to AFSA and the Client and Digital Services Division.
4. State the position title and location in the subject line and email: [recruitment@afsa.gov.au](mailto:recruitment@afsa.gov.au)

### **Applications must be submitted no later than Tuesday 8 December 2020**

A selection decision may be made on the basis of your application only. A telephone interview may be conducted in the first instance. Candidates may also be required to undergo psychometric and/or work sample testing as part of this selection process.

All pre-employment checks will be conducted via an external party (Equifax). For further information on Equifax's privacy policy please refer to: <https://www.equifax.com.au/privacy>

**We encourage applications from Indigenous Australians, peoples from culturally diverse backgrounds and people with disabilities. We are committed to providing a working environment that values diversity and supports staff to reach their full potential.**

If you are an applicant with a disability or other special needs, please contact the Disability Access Coordinator on (02) 8233 6999 to discuss any requirements that may assist you in your application.

Thank you for your interest in this position.