



# Selection documentation



<b>Position title/ No:</b>	Advisor, AFSA Service Centre / 22075
<b>Classification:</b>	APS Level 5
<b>Location:</b>	Adelaide, Brisbane, Melbourne, Sydney, Perth
<b>Division/Section:</b>	Client & Digital Services / AFSA Service Centre
<b>Reports to:</b>	Senior Advisor
<b>Employment status:</b>	Ongoing / Non-ongoing (temporary) *
<b>Hours:</b>	Full time - 37.5 hours per week
<b>Security clearance:</b>	Baseline vetting
<b>Salary:</b>	\$79,253.74 - \$85,594.98 p.a. (plus 15.4% super)
<b>Closing date:</b>	Monday, 30 May 2022

**Contact for questions:** Brooklyn Charlton-Cook – (02) 8106 2335

**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, Sydney, or Perth 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

The Advisor, AFSA Service Centre is responsible for the development of 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.

The Advisor, AFSA Service Centre provides excellence in service delivery by managing complex matters and taking escalated personal insolvency and personal property securities enquiries.

The Advisor, AFSA Service Centre also supports Service Officers to understand operational/system and legislative changes

## Key Accountabilities

As an Advisor, AFSA Service Centre you will:

- 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

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**

### **Applies digital dexterity**

- Demonstrates commitment to explore, learn and adopt new technologies and ways of working, to achieve better business outcomes
- Displays a growth mindset

### **Communicates simply and clearly**

- Communicates clearly in plain English, without using jargon
- Demonstrates an ability to convey a message succinctly and with empathy, regardless of medium (written, verbal, digital)
- Understands the target audience, and tailors message in a way that appeals to them.

### **Fosters a service culture**

- Keeps people at the centre of thinking, decisions and actions, including internal systems and processes
- Demonstrates empathy, curiosity and listens deeply to understand a person's context, challenges and needs
- Keep one's word and follow through on promises or commitments made

### **Working with ambiguity**

- Demonstrates proactivity, emotional intelligence and self-direction in the face of uncertainty, change or new situations
- Chooses a course of action or decision without having the total picture.

### **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.

### **Innovation and Process Improvements**

- Identifies team issues and problems and contributes to the development and implementation of solutions and improved procedures and practices.

## Legislative Interpretation and Application

- Demonstrates a well-developed understanding of a variety of relevant legislative instruments, case law and regulatory frameworks used as the basis of deciding and taking an appropriate course of action, identifying pertinent issues, potential legal matters, and matters for escalation.

## Qualifications, accreditations and experience

To be successful in this role, you will have:

- Personal Insolvency and/or PPSR experience is highly desirable.
- Excellent communication skills
- Experience working in a Service Centre or similar environment is 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. A **one-page pitch**, 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 Monday, 30 May 2022.

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.