



Selection documentation



Position title/ No:	Senior Advisor, AFSA Service Centre / 22504
Classification:	APS Level 6
Location:	Adelaide, Brisbane, Melbourne, Perth, Sydney
Division/Section:	Client & Digital Services / AFSA Service Centre
Reports to:	Assistant Director, Service Support
Employment status:	Ongoing / Non-ongoing (temporary) *
Hours:	Full time - 37.5 hours per week
Security clearance:	Baseline vetting
Salary:	\$87,725.71 - \$98,327.39 p.a. (plus 15.4% super)
Closing date:	Monday, 23 May 2022

Contact for questions: 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, Perth 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

The Senior Advisor, AFSA Service Centre is responsible for leading, overseeing and motivating a team that supports Service Delivery operations through the management of complex and escalated personal insolvency and personal property securities enquiries.

Key Accountabilities

As a Senior Advisor, AFSA Service Centre you will:

- Develop a support team to be client focused and willing to understand and meet the changing demands of the Australian public
- Cultivate a team environment with a supportive culture that encourages innovation and business improvement where staff are valued and committed to providing world-class government service delivery
- Provide advice on complex issues in relation to the operations of personal Insolvency on matters such as policy, process and protocol development.
- Support staff in effective service delivery through digital transformation

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

Managing People

- Understands legislative and policy obligations as a people manager and supports teams by providing clarity of work responsibilities, aligned to organisational goals and priorities
- Manages underperformance effectively and efficiently so that staff reach their full potential
- Be confident in managing mental health and wellbeing to support a productive team environment.

Evidence Based Decision Making

- Be able to discern and assess incoming information from reliable intelligence that is factual and provides diverse views for considered decision-making
- Be able to determine the difference between assumptions and opinions with facts to ensure the right information is being assessed and measured.

Legislative Interpretation & Application

- Understands and applies legislative instruments and regulatory frameworks to ensure compliance with corporate governance and legislative requirements, industry codes, standards and policies

Qualifications, accreditations and experience

To be successful in this role, you will have:

- The ability to apply sound judgement and make evidence-based decisions aligned to the organisational operating environment and legislative frameworks
- Tertiary qualification in Law, Accounting, or relevant discipline from Australian tertiary institution (or comparable overseas institution), or demonstrated equivalent experience gained within the Insolvency or Finance industries are highly desirable

Position dimensions

Staff reports: Direct reports – up to 10. Indirect reports - 1

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

Applications must be submitted no later than Monday, 23 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.