



Selection documentation



Position title/ No:	Senior Case Manager – Trustee Services/Variou
Classification:	APS Level 6
Location:	Sydney, Melbourne, Brisbane, Hobart, Canberra, Adelaide, Perth
Division/Section:	Trustee Services/Variou
Reports to:	Assistant Director Trustee Services
Employment status:	Ongoing / Non-ongoing (temporary) *
Hours:	Full time - 37.5 hours per week
Security clearance:	Baseline Vetting
Salary:	\$86,090 - \$96,494 p.a. (plus 15.4% super)
Closing date:	Tuesday, 2 November 2021
Contact for questions:	Michelle Tilke: (07) 3360 5470

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 current ongoing and non-ongoing positions in either our Adelaide, Brisbane, Canberra, Melbourne, Sydney, Perth or Hobart 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).

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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

With the support of AFSA's Service Centre, the Trustee Services Division handles most bankruptcy and general enquiries. Trustee Services also conducts preliminary enquiries that identify matters to be investigated for recovery of assets and possible offences.

As the Official Trustee, Trustee Services:

- administers personal insolvencies where no registered trustee has been appointed
- administers bankruptcies, personal insolvency agreements and debt agreements when the original trustee or debt agreement administrator is no longer able to do so
- preserves restrained property placed under the control of the Official Trustee and sells forfeited property pursuant to orders made under the Commonwealth Proceeds of Crime Acts and the Customs Act
- acts as a special trustee for government agencies pursuant to court orders.

Purpose of the position

- Deliver high quality operational and regulatory personal insolvency services to the Australian public.
- Contribute to a team environment with a supportive culture that encourages innovation and business improvement where staff are valued and committed to producing outcomes that enhance public value.

Key Accountabilities

- Administer and resolve complex matters (including identification of matters for escalation, seek information and advice for resolution), including legal actions, within established timeframes and in accordance with operational practices and procedures.
- Produce high level business correspondence and status reports to key stakeholders.
- Liaise with AFSA clients and stakeholders, including trustees, government agencies, financial counsellors, legal representatives, and professional bodies.
- Provide technical and operational guidance and direction to Team Leaders and Management team.
- Identify and contribute to the development and implementation of best practices, process improvement and strategies to effectively manage complex issues.
- Identify and refer potential bankruptcy offences to the Enforcement & Practitioner Supervision Division

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- 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

Fostering High Performance

- Contribute to high performance through collaboration, coaching and supporting others.
- Be clear with goals and performance expectations, have a shared purpose and encourage feedback, recognition and development supporting diversity of thought, experience, and background.
- Enabling an environment that represents the agency as an employer of choice.

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.

Managing in an Agile Environment and Supporting Change

- Participate in professional development and deepen capability and expertise to respond to current and emerging challenges.
- Be organisational and whole of government aware.
- Encourage constructive communication, purpose, understanding and action to support individuals and teams through a current state to a desired future state.
- Builds or supports change resilience and recognises that change is constant. Ability to accept uncertainty and maintain optimism for future.
- Be cognisant of varying levels of change adoption and adapt communication accordingly.

Drive Innovation & Optimise Value

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

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.

Collaboration and Engagement

- Actively engage within the APS, across government & private/non-for-profit sectors and our citizens to build strong relationships as a trusted partner to design & deliver appropriate and effective policy and programs.

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Qualifications, accreditations and experience

Tertiary qualifications in Law, Accounting, or relevant discipline from an 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: Staff reports: direct reports – up to 5 indirect reports - nil

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 Trustee 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 Tuesday, 2 November 2021.

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.

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