



Selection documentation



Position title/ No:	Assistant Director, National Service Centre / 30122
Classification:	Executive Level 1
Location:	Adelaide
Division/Section:	Client and Digital Services Division/ National Service Centre
Reports to:	Director, National Service Centre
Employment status:	Ongoing / Non-ongoing *
Hours:	Full time - 37.5 hours per week
Security clearance:	Baseline vetting
Salary:	\$100,548 - \$118,362 p.a. plus 15.4% super
Closing date:	7 December 2020

Contact for questions: Sharyn Faulkner Ph: 02 8106 2400

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 our Adelaide 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

Lead, guide and develop a motivated and skilled service delivery team that is client focussed, resilient and adaptable to change enabling excellence in client services. Develop a service delivery team willing to understand and meet the changing demands of the Australian public.

Lead managers and staff through digital disruption by building resilience and developing a client centric culture that encourages innovation and business improvements where staff are committed to providing world-class government service delivery.

Key Accountabilities

- Openly initiate and consult on new and improved ways of working and effectively implement change and manage ambiguity in the workplace
- Lead and build a high performing team to provide world class service delivery by:
 - Establishing clear work expectations, systems and processes
 - Encouraging and supporting ongoing learning and development opportunities
 - Identifying opportunities to enhance team performance in an environment of collaboration, continuous improvement and change
 - Ensuring quality services are delivered in accordance with established policies and procedures
 - Ensuring regular feedback is provided to team members
 - Ensuring strategies are implemented that will strengthen and maintain a client centric culture within the NSC

- Collaborate and engage with other Business lines to deliver:
 - work conducted on their behalf, including effective management of complex issues, compliments and complaints, and quality assurance
 - B2G and Online Services support, including communication and escalation of complex matters
- Assist with providing strategic leadership of the National Service Centre & service support through:
 - Identifying, developing and maintaining productive working relationships with key clients and stakeholders (both internal and external)
 - Exploring effective cost saving strategies for process related services
- Manage and resolve escalated problems and complaints and implement strategies to improve future work processes and outcomes
- Actively support the Director, National Service centre in the achievement of strategic service delivery outcomes
- Apply effective corporate governance and management assurance practices ensuring compliance with applicable Commonwealth and AFSA financial and legislative delegations, policies 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

People and Leadership

Effectively lead teams through contemporary work practices including flexible work, new technologies modelling effective communication behaviours and strategies to drive organisational outcomes. Build and lead a high performance culture through collaboration, coaching and supporting others through clear goals and performance expectations, have a shared purpose and encourage feedback, recognition and development. Provide feedback and counsel staff on sensitive matters. Models change resilience and engenders that change is constant. Ability to lead through uncertainty and maintain optimism for the future

Client Service

Manages day-to-day client services function, defines service levels for client services staff and monitors performance taking corrective action when required.

Builds productive relationships

Acts with honesty, integrity and respect in dealings with others. Has the ability to understand others' perspectives, respectfully deal with conflict, manage boundaries and appreciate others' strengths and skills. Works effectively with stakeholders to achieve positive outcomes.

Leads change

Ability to develop and implement a structured and consultative approach to support the transition of individuals and teams from a current state to a desired future state.

Digital Dexterity

Initiate and encourage others to utilise relevant digital technologies to identify opportunities for innovation and trends to improve work practices and ways to contribute to adding value to organisational goals.

Uses human-centred design and implementation principles to improve delivery of services

Seeks to understand user experience and needs, and uses and shares this understanding to inform collaborative service design. Embraces ambiguity and ensures a problem is clearly defined before looking to solutions.

Contact Centre Operations

Develops and implements operational plans and strategies for all aspects of a contact centre business unit to ensure maintenance and enhancement of technical capability and operational performance objectives

Qualifications, accreditations and experience

Insolvency and PPSR knowledge highly desirable

Position dimensions

Staff reports: Direct reports: 8, Indirect reports: up to 100

OFFICIAL

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 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 7 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.

OFFICIAL