



Australian Government

Australian Financial Security Authority

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Position Description



Position title / number	Assistant Director, People Connect
Classification	Executive Level 1
Location	Canberra, Melbourne, Sydney
Division / section	People, Finance and Operations, People Connect
Reports to	Director, People Connect
Position status	Ongoing / Non-ongoing
Direct reports	Up to three
FTE / hours	37:30
Security clearance	Baseline vetting

The Australian Financial Security Authority acknowledge Aboriginal and Torres Strait Islander peoples as custodians of Australia and we pay our respects to Elders, past and present. We also acknowledge the ongoing connection to land, sea and communities throughout Australia, and the contributions to the lives of all Australians. We are committed to advancing reconciliation and recognise the importance of empowering Aboriginal and Torres Strait Islander people to achieve greater equity and equality as a society.

Organisational context

The [Australian Financial Security Authority \(AFSA\)](#) is responsible for managing the application of bankruptcy and personal property securities laws through the delivery of high-quality personal insolvency and trustee, regulation and enforcement, and personal property securities services. We ensure confidence in Australia's personal insolvency and personal property securities systems and manage the proceeds of crime through Criminal Asset Management.

The [Enabling Services Group \(ESG\)](#) is responsible for aligning AFSA's enabling services to better support the Authority's core regulatory functions and achieve the strategic vision of becoming a visible, modern, and contemporary regulator.

ESG plays a key role in shaping AFSA's strategic direction, managing government relationships, providing efficient corporate services, and leveraging and harmonising AFSA's technology to promote organisational delivery and performance.

Position Description – Assistant Director – People Connect

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The **People, Finance and Operations Division (PF&O)** partners with the business to deliver integrated, contemporary corporate services that support the sustainable allocation and effective management of resources. The Division provides a broad range of business and enabling services, encompassing Strategic Finance, Human Resource Management, Procurement, Property and Security. It ensures compliance with Commonwealth legislation, policies and guidelines, while promoting a culture of integrity, accountability and transparency.

People Connect team

Through **People Connect**, we deliver flexible, end-to-end people services across the employee lifecycle, supporting AFSA's workforce and leaders. Working in close alignment across the team, we provide integrated, user-centred services across recruitment, performance, employee relations, work health and safety, and wellbeing. We deliver high-quality, evidence-based advice on a broad range of people management matters, using sound judgement to support decision-making, and respond to enquiries by triaging and managing requests to ensure accurate and timely outcomes. We manage end-to-end HR processes and escalate complex or sensitive matters as required, maintaining consistent, reliable, and professional service delivery.

As an Assistant Director, People Connect you will:

- Lead the strategic implementation of People Connect priorities and service delivery, aligning outcomes with organisational objectives, APS frameworks, and legislative requirements.
- Shape and continuously evolve a contemporary, user-centred people service model, driving integration across People Connect, People Partners, and business areas.
- Ensure operational excellence by overseeing triage, workflow management, and service standards, embedding consistency, accountability, and responsiveness across all services.
- Deliver and optimise people programs and frameworks across recruitment, performance, employee relations, WHS, and wellbeing, ensuring they are fit-for-purpose, scalable, and aligned to business needs.
- Provide authoritative advice on complex, sensitive, and high-risk people matters, anticipating issues, managing escalations, and balancing risk with pragmatic outcomes.
- Embed robust governance, risk, and assurance practices, proactively identifying systemic issues and driving sustainable resolutions and continuous improvement.
- Act as a trusted advisor to senior stakeholders, translating workforce insights into practical, business-aligned solutions that support operational and strategic priorities.
- Build and leverage strong, influential relationships to enhance service delivery, foster collaboration, and strengthen the reputation and credibility of People Connect.
- Lead, coach, and empower a high-performing team, building capability, promoting accountability, and fostering a culture of collaboration, inclusion, and continuous learning.
- Champion service excellence and innovation, driving improvements to systems, processes, and user experience to enhance efficiency and accessibility.
- Utilise workforce data and analytics to inform decision-making, monitor performance, and identify trends, risks, and opportunities, positioning the function as insight-driven and forward-looking.

All duties are to be performed in accordance with the APS Values, Code of Conduct and APS Employment Principles. This includes adherence to Work Health and Safety (WHS) obligations, taking reasonable care for personal safety and the safety of others, and contributing to a safe workplace. The position also operates in line with AFSA's risk management framework and relevant legislation, including supporting the identification, assessment and mitigation of foreseeable risks.

Core skills and capabilities

All Assistant Directors within People Connect are expected to meet the EL1 Work Level Standards set out in the APS [Integrated Leadership Profile \(ILS\)](#).

Supports Strategic Direction

- Lead and influence the implementation of People Connect priorities and service delivery model, ensuring alignment with organisational strategy, APS frameworks, and legislative obligations.

- Provide strategic input into workforce planning and service design, identifying emerging trends, risks, and opportunities to continuously refine service delivery approaches.
- Translate organisational priorities into clear operational direction, ensuring alignment across People Connect and business areas.

Achieves Results

- Drive operational performance by setting, monitoring, and optimising triage, workflow management, and service standards to ensure consistent, high-quality, and timely service delivery.
- Oversee the delivery and continuous improvement of end-to-end HR processes, people programs, and initiatives, ensuring outcomes are achieved, risks are managed, and benefits are realised.
- Identify inefficiencies and lead improvements to systems, processes, and ways of working to enhance service effectiveness and scalability.

Supports Productive Working Relationships

- Build and sustain trusted, strategic stakeholder relationships, influencing outcomes and ensuring services are responsive to business needs and priorities.
- Collaborate across People functions to drive integrated, seamless service delivery and consistent messaging.
- Lead and develop team members, fostering a culture of collaboration, capability development, accountability, and high performance.

Displays Personal Drive and Integrity

- Provide authoritative, evidence-based advice on complex and sensitive people matters, balancing risk, policy, and practical outcomes.
- Model and promote a strong culture of integrity, professionalism, and accountability, aligned to APS Values and Code of Conduct.
- Embed and uphold governance, risk, and assurance practices, proactively identifying and addressing systemic risks and compliance issues.

Communicates with Influence

- Communicate with clarity, authority, and influence, tailoring messaging to diverse audiences including senior stakeholders.
- Translate complex information, policy, and data into actionable insights that support informed decision-making.
- Leverage workforce data and analytics to shape strategic conversations, influence outcomes, and drive continuous improvement in service delivery.

Qualifications, accreditations and experience

- Qualifications in human resource management or a related discipline, or equivalent demonstrated experience, are highly desirable. Australian Human Resources Institute (AHRI) certification (or working towards accreditation) is highly desirable.
- Demonstrated ability to provide high-quality, evidence-based advice and reporting on a broad range of people management matters, including complex and sensitive issues.
- Proven experience in interpreting and applying HR policies, procedures, and legislative frameworks to deliver practical, compliant, and fit-for-purpose outcomes.
- Experience managing competing priorities, coordinating workflows, and delivering outcomes within agreed timeframes and quality standards.
- Strong stakeholder engagement skills, including the ability to build and maintain relationships, influence outcomes, and respond to client needs.
- Experience contributing to process improvement, service delivery enhancements, or HR initiatives, including identifying opportunities and supporting implementation within a team environment.
- Proven ability to provide accurate and specialised advice and reporting on sensitive matters; together with a breadth and depth of experience in HR as well as understanding the broader APS agenda.

HR use only:

Date last varied	By Who
June 2026	People Connect