



# Position Description



<b>Position title / number</b>	<b>Advisor, People Connect</b>
<b>Classification</b>	APS 5
<b>Location</b>	Adelaide, Canberra
<b>Division / section</b>	People, Finance and Operations, People Connect
<b>Reports to</b>	Advisor, People Connect
<b>Position status</b>	Ongoing / Non-Ongoing
<b>Direct reports</b>	Nil
<b>FTE / hours</b>	37:30 Full time
<b>Security clearance</b>	Baseline vetting

AFSA 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 – Advisor, People Connect**

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.

The **Advisor, People Connect** delivers responsive, high-quality HR services and advice, acting as a key point of contact for workforce enquiries. The role supports the delivery of end-to-end people services across the employee lifecycle, ensuring consistent, practical and compliant outcomes aligned to APS frameworks and legislative requirements.

### **As an Advisor, People Connect you will**

- Act as an initial point of contact for People Connect, managing and triaging enquiries to ensure timely, accurate and consistent responses.
- Manage workflows and competing priorities to meet service standards and business needs.
- Deliver end-to-end HR processes across the employee lifecycle, ensuring a high standard of service delivery.
- Exercise sound judgement in providing accurate, evidence-based advice on routine to moderately complex people management matters.
- Apply policies, procedures and legislative frameworks to deliver practical, compliant solutions.
- Identify and escalate complex, sensitive or high-risk matters as required.
- Build and maintain positive working relationships with internal stakeholders.
- Engage with business areas to understand workforce needs and provide client-focused support.
- Communicate clearly and professionally, tailoring messaging to audience and context
- Identify opportunities to improve processes, systems and service delivery.
- Contribute to the implementation of people initiatives and continuous improvement activities.
- Use data and insights to monitor workflows, identify trends and support evidence-based decision making.
- Work collaboratively within People Connect to deliver integrated services.
- Share knowledge and contribute to a positive and inclusive team environment

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.

## Core skills and capabilities

All APS5 Advisors within People Connect are expected to meet the APS5 Work Level Standards set out in the APS [Integrated Leadership Profile \(ILS\)](#)

### Supports Strategic Direction

- Places clients and stakeholders at the centre of decisions, actions, and service delivery, demonstrating empathy and actively listening to understand their needs and context.
- Understands how own work contributes to team and organisational priorities and follows through on commitments to support outcomes.

### Achieves Results

- Provides accurate, evidence-based, and unbiased advice, drawing on relevant information and research to support decision-making.
- Manages own workload, prioritises tasks, and delivers work to agreed timeframes and quality standards.

### Supports Productive Working Relationships

- Builds and maintains positive working relationships through respectful, collaborative, and professional interactions.
- Seeks to understand different perspectives and works with others to manage expectations and achieve shared outcomes

### Displays Personal Drive and Integrity

- Demonstrates initiative, sound judgement, and accountability in responding to issues and new situations.
- Applies a solution-focused approach to problem-solving and acts in accordance with APS Values and the Code of Conduct.

### Communicates with Influence

- Communicates clearly, concisely, and professionally, tailoring messages to suit the audience and context.
- Engages with stakeholders to share information, encourage open dialogue, and build trust and credibility.

### Qualifications, accreditations and experience

- Qualifications in human resource management or a related discipline, or equivalent demonstrated experience, are highly desirable. Membership with the Australian Human Resources Institute is desirable.
- Demonstrated ability to provide accurate, evidence-based advice and reporting on a range of people management matters, including sensitive or complex issues.
- Proven experience in applying HR policies, procedures, and legislative frameworks to deliver practical and compliant outcomes.
- Experience managing competing priorities, triaging requests, and delivering work within agreed timeframes and quality standards.
- Strong stakeholder engagement skills, including the ability to build relationships, communicate effectively, and respond to client needs.
- Experience contributing to process improvement, service delivery, or HR initiatives within a team-based environment.

## HR use only:

Date last varied	By Who
June 2026	People Connect