



Australian Government

Australian Financial Security Authority

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# Position Description



<b>Position title / number</b>	Senior Insolvency Services Officer
<b>Classification</b>	APS Level 4
<b>Location</b>	Adelaide, Brisbane, Canberra, Hobart, Melbourne, Perth, Sydney
<b>Division / section</b>	Regulatory Operations Group / Trustee Operations, Personal Securities & Regulatory Programs / Estate Administration
<b>Reports to</b>	Team Leader
<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.

The **Regulatory Operations Group** is responsible for operations in Regulatory Services and Education, Surveillance and Enforcement. This work operationalizes AFSA's strategy, delivering integrated end to end regulatory services that supports clients through AFSA systems and ensures compliance in line with AFSA's approach to regulation to: People centric, Outcomes focused, Harms based, Intelligence led, and Strengths based.

The **Trustee Operations, Personal Securities and Regulatory Programs (TOPSRP)** Division brings together three core functions within ROG: administration of the Personal Property Securities Register (PPSR), operation of the Office of the Official Trustee and Criminal Assets Management (CAM), and delivery of AFSA's harms based regulatory programs. Collectively, these functions uphold the integrity of Australia's financial and regulatory systems and support AFSA's mission to maintain-based regulatory programs. Collectively, these functions uphold the integrity of Australia's financial and regulatory systems and support AFSA's mission to maintain confidence in the credit system.

The three integrated functions deliver: administering bankrupt estates and managing criminal assets on behalf of the **Official Trustee**, including working with the AFP to restrain, manage and dispose of forfeited assets; overseeing the **Personal Property Securities** Register to ensure it remains reliable, accessible and compliant with the *Personal Property Securities Act 2009* (Cth); and delivering AFSA's harms based, intelligence-based, intelligence-led **regulatory programs** across personal insolvency, personal property securities and criminal asset management. Together, these functions protect data integrity, support effective system use, mitigate regulatory harms and uphold confidence in Australia's credit and financial systems.

## Purpose of the position

Undertake assessment of matters, investigations, and administration of estates and provide information and support the team members to achieve Division objectives. Contribute to a team environment that drives corporate governance and innovation and is focussed on achieving business outcomes.

## Accountabilities

- Assess, approve and issue applications in accordance with legislation, established operational practices, policies and procedures
- Investigate allocated tasks, eliciting and evaluating/examining information gathered
- Manage allocated matters and tasks through to completion
- Identify and escalate more complex issues requiring further investigation
- Maintain corporate and legislative records in accordance with established requirements (NPII, trustee file management, case notes)
- Generate correspondence and reports for key stakeholders
- Work collaboratively as part of a team to achieve operational quality and quantity targets
- Contribute to the development and implementation of best practices and process improvement
- Engage with clients and stakeholders in technical enquiries and identify matters for escalation
- Maintain effective communication with key internal stakeholders.

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

### Drives innovation and continuous improvement

- Constructively challenges and questions status quo with a view to continually improving the way we work.
- Explores and works with new ideas that will benefit our stakeholders.

### Effectively manages contracts and projects

- Plans, procures and prepares projects, programs, contracts and/or cases in a timely and accurate manner.

- Engages effectively with stakeholders to negotiate, develop and implement projects, programs, contracts and/or cases.
- Demonstrates fiscal responsibility to interpret documentation, legislation and/or business requirements to successfully meet obligations and expectations.
- Manages and assesses stakeholder needs, mitigates risks and builds stakeholder relationships.

**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.

**Collaborates internally and externally**

- Embraces a diversity of people and opinions and facilitates an environment for the open exchange of ideas.
- Actively seeks different perspectives, experiences and techniques from a broad spectrum of sources, when analysing complex problems.
- Actively engages externally to build strong relationships as a trusted partner to design & deliver appropriate and effective policy, regulation and/or programs.

**Uses information to make evidence-based decisions**

- Researches, identifies and integrates relevant evidence towards finding solutions to the problem.
- Provides unbiased, comprehensive and accurate advice to others.
- Uses past experience and organisational/environmental awareness to analyse what information is important and how it should be used in the decision-making process.

**Qualifications, accreditations and experience**

Experience in Service Delivery is desirable.

**Budget managed:** Nil.

**Delegations exercised:**

- AFSA delegations
- *Public Service Act 1999*
- *Public Governance Performance and Accountability (PGPA) Act 2013*

**HR use only:**

Date last varied	By Who
Date Updated in Aurion by People Assist	