



Candidate Information Pack

Position Title	Service Officer
Classification	APS3
Salary	\$70,888 - \$76,507 plus 15.4% superannuation
Position Location	Adelaide, Brisbane, Melbourne, Perth, Sydney
Employment Status	Full-time / Ongoing
Clearance Required	Baseline security clearance
Working Arrangements	Hybrid

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.

Thank you for your interest in joining the Australian Financial Security Authority (AFSA). We are a modern, visible and responsive regulator committed to supporting Australians in navigating financial systems with confidence. We value diversity, inclusion, and innovation - and we're excited to welcome people who share our purpose.

Who we are

The **Australian Financial Security Authority (AFSA)** administers bankruptcy and personal property securities laws through the delivery of high-quality services in personal insolvency, regulation and enforcement, and trustee functions.

Our vision is to ensure Australians have a positive experience when interacting with the credit and insolvency systems. We aim to be a visible, contemporary regulator that maintains confidence in these systems while supporting the community.

To achieve this, we are building a workforce with the right capability, culture, and capacity to meet the needs of the agency now and into the future.

Eligibility

To be eligible for employment with AFSA, you must:

- Be an Australian citizen
- Pass a police record check
- Obtain and maintain a security clearance at the required level
- Complete a probationary period (if applicable)

Police, Citizenship and ID Checks

AFSA uses Fit2Work to conduct Nationally Coordinated Criminal History Checks, citizenship verification, and identity checks as part of the recruitment process.

Learn more: [Criminal History & Identity | fit2work](#)

Security Clearance

This role requires a Baseline security clearance. For more information about clearance levels and what they involve, visit: [Application information and documents | Australian Government Security Vetting Agency](#)

What we offer

At AFSA, we create a workplace where flexibility and collaboration thrive. Our commitment to flexible working arrangements helps our team achieve work-life balance while delivering exceptional results. Whether through remote work options or flexible schedules, we support individual needs to optimise productivity and wellbeing.

As a smaller agency, we offer opportunities to develop transferable skills and gain experience that supports career growth and progression.

Hybrid working arrangements

This role operates within a scheduled environment to meet service delivery requirements. While staff are expected to work set hours aligned with operational needs, AFSA supports hybrid working arrangements. This means employees may work from home on agreed days, contributing to a flexible and balanced work environment.

Why work with us

There are many benefits to working at AFSA. We offer a rewarding employee experience and a strong commitment to inclusion and diversity, allowing our people to bring their full selves to work.

You'll work alongside skilled professionals from diverse backgrounds, including law, policy, and economics. Whether you're a seasoned professional or starting your career, joining AFSA means gaining invaluable experience and mentorship from industry leaders.

Find out more:

- [What we offer | Australian Financial Security Authority](#)
- [AFSA Enterprise Agreement 2024.pdf](#)
- [AFSA base salaries | Australian Financial Security Authority](#)

About the role

Organisational context

The **Regulatory Operations Group (ROG)** manages AFSA's operational framework and includes four statutory offices, each with distinct legislative responsibilities:

- Inspector-General in Bankruptcy
- Official Receiver
- Official Trustee
- Registrar of Personal Property Securities

ROG operates through four divisions:

- Education, Surveillance and Enforcement

- Official Receiver
- Personal Property Securities and Regulatory Programs
- Office of the Official Trustee and Criminal Assets Management (CAM)

With a strategic focus on delivering integrated, end-to-end regulatory services, ROG plays a pivotal role in helping clients navigate AFSA's systems while ensuring compliance with legislative obligations.

AFSA Service Centre (ASC)

The **ASC** supports Australians by providing information and guidance on personal insolvency and property securities. ASC professionals assist clients with sensitivity and professionalism, helping them make informed financial decisions.

ASC staff provide guidance across AFSA's full suite of services and offer appropriate referrals when necessary. Their expertise spans ROG's breadth of activities, enabling comprehensive assistance to clients.

The ASC operates Monday to Friday, 8:00 am to 7:30 pm (South Australia time). Staff work in a scheduled environment to ensure support is available during operational hours.

Our ideal candidate

Guided by a Team Leader, you will:

- Respond to client enquiries via service delivery channels, providing accurate and timely information
- Engage professionally with clients to meet their needs and achieve first-contact resolution
- Assess applications and process documents in line with relevant policies, legislation, and guidelines
- Achieve individual Key Performance Indicators (KPIs) and collaborate within a team to meet shared goals
- Contribute to a positive and innovative organisational culture.

All duties will be performed in accordance with:

- 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.

Qualifications and experience

- Ability to interpret legislation is highly desirable.

Skills and Capabilities

Applies digital dexterity

- Demonstrates commitment to explore, learn and adopt new technologies and ways of working, to achieve better business outcomes. Displays a growth mindset.

Communicates simply and clearly

- Communicates clearly in plain English, without using jargon. Demonstrates an ability to convey a message succinctly and with empathy, regardless of medium (written, verbal, digital).
- Understands the target audience, and tailors' message in a way that appeals to them.

Fosters a service culture

- Keeps people at the center of thinking, decisions and actions, including internal systems and processes.

- Demonstrates empathy, curiosity and listens deeply to understand a person's context, challenges and needs. Keep one's word and follow through on promises or commitments made.

Working with ambiguity

- Demonstrates proactivity, emotional intelligence and self-direction in the face of uncertainty, change or new situations. Choosing a course of action or decision without having the total picture.

Client Service

- Provides accurate and timely support to clients with telephone or written queries applying client service standards, procedures and techniques, to provide information, resolve routine enquiries or to escalate matters

Transactional Processing

- Accurately and promptly processes frequent and straight forward business line transactions, in accordance with procedures, utilising computerised business systems. Identifies and refers issues.

Administrative Support

- Assesses processes and registers forms, applications, proceedings, orders and client requests within prescribed timeframes with a high degree of accuracy and attention to detail.

Selection process

Our selection process will assess your suitability for the role against the key skills and capabilities. It may include some or all of the following:

- Assessment of online application
- Psychometric, and Fit and Capability Assessments
- Interviews
- Referee checks

Getting the most out of your application

When applying for an APS role, we recommend reviewing the Australian Public Service Commission (APSC) resources on Joining the APS, including:

- [Joining the APS](#)
- [Cracking the Code: Shape Australia. Create Your Future](#)

These resources will help you understand the requirements and prepare a strong application

Diversity, equity and inclusion

AFSA is committed to being a workplace that reflects the community we serve. We recognise that diversity brings a range of experiences, perspectives, and ideas to our workplace.

We strive to create a culture that drives performance, innovation, and productivity—where our people feel safe, supported, and valued. We encourage everyone to bring their full selves to work without fear of discrimination or judgment based on ethnicity, age, religion, sexuality, or disability status.

We actively celebrate and support diversity through an annual program of events and encourage participation in our Diversity Networks to help improve our workplace and deliver on our strategies and action plans.

- [Diversity, Equity and Inclusion Strategy | Australian Financial Security Authority](#)
- [Gender and pay equity at AFSA | Australian Financial Security Authority](#)
- [Kaleidoscope \(Pride network\) 3 year plan.pdf](#)
- [Reconciliation Action Plan | Australian Financial Security Authority](#)

RecruitAbility

RecruitAbility is an Australian Public Service (APS) scheme designed to attract and develop applicants with disability.

If you declare a disability, opt into RecruitAbility, and meet the minimum requirements for the vacancy, you will progress to a further stage in the selection process.

Merit remains the basis for engagement and promotion. For employment purposes, a person is considered to have a disability if they have a limitation, restriction, or impairment that has lasted (or is likely to last) for at least six months and restricts everyday activities.

Learn more: [RecruitAbility | Australian Public Service Commission](#)

Reasonable adjustments

AFSA will accommodate requests for reasonable adjustments to assist people with disability during the application process and, if successful, in meeting the inherent requirements of the position.

To request reasonable adjustments, please contact our recruitment team: Recruitment@afsa.gov.au

More information: [APSC reasonable adjustment policy | Australian Public Service Commission](#)