



Australian Government

Australian Financial Security Authority

afsa.gov.au

# Position Description



<b>Position title / number</b>	Advisor
<b>Classification</b>	APS 5
<b>Location</b>	Adelaide, Brisbane, Canberra, Hobart, Melbourne, Perth, Sydney
<b>Division / section</b>	Regulatory Operations Group / Official Receiver
<b>Reports to</b>	Team Leader
<b>Position status</b>	Ongoing or non-ongoing
<b>FTE / hours</b>	Full time - 37:30 hours per week
<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 the statutory and regulatory functions of the personal insolvency system. This work operationalises 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 **Registry & NPII** section falls within the Office of the Official Receiver and provides frontline services relating to the Official Receiver. The section is responsible for receiving and assessing voluntary applications for bankruptcy by debtor's petition, statements of affairs lodged by debtors made bankrupt by court order, receiving statutory documents filed with the Official Receiver and recording relevant statutory events on the National Personal Insolvency Index (NPII).

## **Purpose of the position**

Assist and provide technical and administrative support to APS 4 senior service officers in the section to manage, process and assess personal insolvency interactions applicable to the Official Receiver. Decide and progress matters effectively and efficiently to provide fair, robust and legally compliant administrative decisions to the Australian public. Provide excellence by managing complex matters and taking escalated personal insolvency interactions, supporting vulnerable users and eliminating harms from the personal insolvency system.

## **Accountabilities**

With guidance, the Advisor will:

- Manage competing priorities and work under limited supervision.
- Respond to client needs in a professional manner, whilst maintaining the highest level of customer satisfaction.
- Use sound judgment and problem-solving skills to manage escalated, sensitive and complex personal insolvency matters, ensuring accurate and timely information to clients and stakeholders.
- Engage empathetically and purposefully with clients from diverse backgrounds, capabilities, and levels of vulnerability to address a wide range of complex issues.
- Apply technical knowledge to support the design and implementation of staff training and coaching. Contributing with the preparation of written materials and delivery through structured training sessions.
- Provide assistance and support to Senior Services Officers by offering technical and legislative guidance through various channels, including verbal communication and written materials. This includes supporting the assessment, processing, and registration of submitted petitions and forms.
- Assess and process complex and escalated matters, including the acceptance, refusal, and rejection of filings, ensuring compliance with relevant legislation and regulatory requirements.
- Ensure the accuracy, integrity, and up-to-date maintenance of data and information across relevant databases and systems.
- Respond in a positive and flexible manner to change and uncertainty and effectively communicate and manage priorities.
- Assisting with managing change (system releases & enhancements, processes and legislative amendments).

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

To be successful in the role, you will demonstrate the following:

### Fosters a service culture

- Role models personal contact first approach in communication to clients, stakeholders, and colleagues.
- Role models the ability to have difficult conversations respectfully to explain what is and is not possible.

### Communicates simply and clearly

- Demonstrates professionalism in all communication with internal and external stakeholders.
- Delivers messages in a clear and simple language that is easy for others to understand.
- Translates information in a way that is easy to understand, accurate and in line with the standards and requirements of AFSA.

### Uses information to make evidence-based decisions

- Is able to use available information to make robust decisions that have sound factual backing.
- Verifies data and information prior to use.
- Is able to explain the logic behind decisions in a way others understand.
- Reaches out to experts and seeks out relevant information sources.

### Engages proactively with risk

- Takes responsibility for ensuring compliance.
- Ensures all legislative and policy requirements are adhered to.

### 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.

## Qualifications, accreditations and experience

Highly desirable:

- Personal insolvency knowledge.
- Tertiary qualifications in Law, Accounting, or relevant discipline from an Australian tertiary institution.
- The ability to interpret legislation.
- Experience within the Insolvency or Finance Industries.

## Position dimensions

**Budget managed:** Update as required

**Delegations exercised:** Update as required

- AFSA delegations
- Bankruptcy Act 1996
- *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	