



Position Description

Title: Officer, Clearing & Settlement Operations Reports to: Team Leader, Clearing & Settlement Operations Location: Sydney	
Organisation Structure Division: Operations Business Unit: Clearing & Settlement Operations Team: Clearing & Settlement Operations	Dimensions (E.g. Budget, number of Direct / Indirect reports) n/a
Role Purpose: <p>To provide an efficient clearing and settlement processing and delivery management service to ASX and SFE Participants, internal stakeholders and the cleared markets, through ensuring key accountabilities are performed in a timely manner and in accordance with internal controls and the Operating Rules and Procedures.</p> <p>To maintain a broad knowledge of cleared markets and the effects internal and external events may have on these markets.</p>	
Shift Pattern: <p>Rotating shift work is involved to provide adequate market coverage throughout the day. Shift patterns will be based upon a rotational 37.5 hour working week. Standard* shift hours are:</p> <p>Early Shift 7:45am to 4:15pm – Lunch 12:00pm to 1:00pm</p> <p>Middle Shift 8:45am to 5:15pm – Lunch 1:00pm to 2:00pm</p> <p>Late Shift 9:45am to 6:15pm – Lunch 2:00pm to 3:00pm</p> <p>*Specific role functions may result in variances to the above standard shifts.</p>	
Key Accountabilities Operational Support <ul style="list-style-type: none"> To be able to carry out the functions identified through the daily, monthly and quarterly procedures and to identify and resolve discrepancies that may arise. To be conversant with and able to operate ASX and SFE Clearing & Settlement systems. To carry out expiry, delivery and settlement procedures, ensuring timeframes are met. To document, escalate and refer when necessary Clearing & Settlement operational problems Ensure operational procedures and controls are updated and meet internal and external audit requirements To compile, maintain and provide statistical information and other records as required by Management, Regulators and Auditors. To be conversant with and be able to implement emergency procedures 	Percentages <u>50%</u>

<ul style="list-style-type: none"> • pertaining to ASX business recovery when necessary • To undertake any other duties as may be required by Management on an ad-hoc basis 	
<p>Help Desk Services</p> <ul style="list-style-type: none"> • Resolve and respond to clearing and settlement issues and queries raised from internal and external customers, either via phone or via email in an efficient and timely manner • Provide effective and timely notification of changes and outages to key operating systems (i.e. Austraclear; SECUR; CHESS; DCS) • To maintain a good working relationship with other ASX staff, Participants, Regulators, software vendors and any other relevant parties. 	<u>30%</u>
<p>External User Test Environment</p> <ul style="list-style-type: none"> • Ensure all day to day procedures for maintaining the system are performed • Ability to resolve technical issues/problems associated with the operation of the external user test environment • Perform accreditations on external system providers when required • When required, perform any User Acceptance testing of changes that affect Clearing & Settlement Operations 	<u>5%</u>
<p>Knowledge Sharing and Professional Development</p> <ul style="list-style-type: none"> • In conjunction with the Manager and the Team Leader, develop and maintain the critical competencies required to be an effective team member. • Cross train team members in key activities where appropriate or as identified in individual development planning processes. • Ensure all operational tasks performed by Clearing & Settlement Operations can be performed in times of absenteeism. 	<u>15%</u>

Experience / Knowledge	
<p>Essential</p> <ul style="list-style-type: none"> • Knowledge of the securities (cash market and derivatives) industry • Previous experience in a customer facing role • Communication skills (written and verbal) • Time management • Effective telephone technique • MS Word, MS Excel and PowerPoint • Basic analytical skills 	<p>Desirable</p> <ul style="list-style-type: none"> • Operational experience in a finance or investment related field. • Technical skills • FINSIA certificate/Diploma studies
Key Competencies	
<p><u>Concern for Quality:</u></p> <ul style="list-style-type: none"> • Ensures that existing standards are maintained, checks key details and works methodically to minimise errors. <p><u>Customer Service:</u></p> <ul style="list-style-type: none"> • Deals effectively with the day-to-day needs of customers by responding promptly and efficiently. • Ensures customer service objectives are met by listening and acting on feedback. <p><u>Problem Solving:</u></p> <ul style="list-style-type: none"> • Takes straightforward decisions on routine matters, checks for backup or confirmation when acting outside usual decision making authority. 	

Effective Communication:

- Provides clear and concise information tailoring the method of presentation to suit the audience and checking to ensure their understanding.
- Presents fluent and structured communication, interpreting and evaluating information to highlight important elements.

Team Work:

Ensuring that the team communicates effectively to work as one to achieve common goals

Personal Attributes

- High level of customer service and interpersonal skills.
- Accuracy/Precision
- Timeliness
- Decisiveness
- Adaptable and flexible - is comfortable with change and ambiguity
- Demonstrates self insight and is receptive to feedback
- Remains calm under pressure
- Deadline driven
- Self-confident
- Intellectually curious - demonstrates a commitment to on-going learning and development
- Balances creativity and imagination with pragmatism
- Values diversity of opinion