

ASX Enterprise Customer & Operations Graduate- Data, Customer Insights and Brand



Key purpose of the role:

As an ASX graduate you will receive a structured development program seeing you through your induction to your professional skills building to future leader status. Expect multiple rotations designed to give you diverse, foundational knowledge, before taking the next step in your career journey at ASX. Access a dynamic, hybrid working environment, and a strong community - where you matter.

Your Team

We have a vision to be the world's most respected financial marketplace.

When you join ASX, you're joining a company with a strong purpose - to power a stronger economic future by enabling a fair and dynamic marketplace for all. We run critical market infrastructure on the 11th largest stock market globally*, measured by market capitalisation. ASX is an integrated exchange offering listings, trading, clearing, settlement, technical and information services, technology, data and other post-trade services.

Enterprise Customer & Operations (EC&O) is a strategic division within ASX that helps the organisation operate effectively while delivering great outcomes for customers, stakeholders and the market. EC&O brings together teams responsible for customer insights, marketing and brand, enterprise procurement, operational resilience, governance, business management and risk. By combining customer understanding, data-driven insights and operational excellence, EC&O enables ASX to continuously improve how it serves customers, manages risk, delivers strategic priorities and supports the smooth operation of Australia's financial markets. Graduates joining EC&O gain broad exposure to how enterprise functions work together to drive business performance, innovation and customer value.

The EC&O Data, Customer Insights and Brand Graduate will gain broad exposure to how ASX uses trusted data, customer understanding and market-facing communications to improve business outcomes. Through rotations across Data, Customer Insights and Marketing and Brand, you'll develop practical experience in data governance, reporting, customer research, insight development, campaign activity, stakeholder engagement and translating evidence into clear recommendations.

Rotation opportunities may include:

Data - This rotation will give you exposure to how trusted data supports decision-making, risk management and the operation of one of Australia's most critical financial market infrastructure providers. You will build a practical understanding of ASX's data landscape, including data quality, governance, reporting, policies and controls, and how data is used to support business and technology change. You may support activities such as identifying important data assets, analysing data to uncover quality or reporting issues, contributing to dashboards and insight packs, supporting data incident analysis, and helping translate raw data into practical recommendations for business stakeholders. You will also gain exposure to culture and capability uplift initiatives, including how ASX builds data awareness through its Data Community.

Customer Insights - This rotation will help you understand customer needs, stakeholder feedback, engagement insights and how EC&O uses evidence to improve customer and market-facing activity. This may include analysing customer feedback, complaints, suggestions or engagement themes; supporting customer research, survey outputs or stakeholder insights; preparing insight summaries for leaders; connecting customer insights to service, product or communication improvements; and supporting measurement of customer experience or engagement initiatives.

Marketing and Brand - This rotation will give you exposure to campaign planning and execution, digital marketing, customer communication and the practical connection between customer insight, market engagement and EC&O's external narrative. This may include supporting campaign development, digital marketing execution or engagement reporting; translating customer insights into clear external messaging; assisting with product marketing or market-facing collateral; supporting measurement of communications effectiveness; and working with Product or customer channels to understand how messaging lands with customers and stakeholders.

What you will be doing:

- You will learn how data quality, governance and reporting support trusted business decisions.
- Analyse customer and stakeholder evidence and translate it into clear recommendations.
- Contribute to customer communications, campaign activity, brand narrative and market-facing collateral.
- Work with teams across EC&O to understand customer needs, business priorities and operational context.

ASX values

We put the
market first

We stand up
for what's right

We achieve
more together

We drive
positive change

- Prepare insight summaries, reporting packs, customer-ready messaging and practical recommendations.

You'll also take part in an 8-week group project to solve a real business challenge, working alongside fellow graduates.

Your experience and qualifications

Must have

- Excellent communication: you actively listen, and communicate with clarity, empathy and respect
- Curiosity: there is a lot to discover at ASX! You seek to learn, ask questions, and demonstrate a genuine interest in what we do
- Accountable: you are motivated to design solutions and drive them forward. You take ownership of what you do.
- Adaptable: you are comfortable with working collaboratively with a diverse range of stakeholders with competing interests, requirements and priorities.
- The right attitude: you are positive, proactive and keen to make a meaningful contribution to our culture
- Proactive risk management: what we do matters, and how we do it matters too
- A team player – you love working with diverse teams, hearing different perspectives and incorporate these into your work

All backgrounds with a commercial focus will be considered including (but not limited to):

- Business/commerce
- Economics/finance
- Arts/humanities
- Psychology/ behavioural science
- Science or statistics
- Data analytics/science
- Communication and Marketing

Nice to have

- Exposure to financial markets would be beneficial, but is not essential.

Before applying for the program, please ensure you meet our eligibility requirements:

- Be an Australian or New Zealand Citizen, Australian Permanent Resident
- Have completed an undergraduate or postgraduate degree in the two years prior to the program start date of February 2027 (2025 or 2026).
- Be available and eligible to commence the role in our Sydney head office in February 2027.
- Applications close at 11.59pm AEST on Sunday 4th October 2026.

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