

# Officer, Post Trade Operations (Core)

## ASX Position Description

### ASX “All Roles Flexible”

ASX offers mutually beneficial flexible working arrangements.  
We recognise that employees need to balance work and personal lives.

ASX Opportunity Snapshot		What’s On Offer
<b>Role:</b>	Officer, Post Trade Operations (Core)	Work within this fast-paced customer facing team as the first point of contact for Clearing & Settlement within the post trade business. This role will give you exposure to the operational post trade environment and processing of all exchange traded and OTC products including Futures, ETOs & Interest Rate Derivatives. You will provide superior customer service to our clients globally, when they need it, in line with our strong regulatory focus. As a key contributor, you will be responsible for accurate processing of all market related tasks and have exposure to new products and services that have a direct impact on the Australian financial markets. The role has an increased visibility to the operational risk management of the ASX as a Central Clearing Party (CCP) offering career and development opportunities to understand other working areas within the ASX.
<b>Reports to:</b>	Manager, Post Trade Operations (Core)	
<b>People Management:</b>	N/A	
<b>Budget:</b>	N/A	
<b>Team:</b>	Post Trade Operations (Core)	
<b>Date:</b>	April 2019	
<b>Location:</b>	Sydney, NSW	
<b>Flexible Role:</b>	Yes	

### What You’ll Do:

- Understand and operate the ASX’s clearing and settlement systems including Calypso, Markitwire, DCS and Genium.
- Complete all post trade operational tasks to ensure proper risk management following all procedures and checklists, issue resolution and escalation for the post trade business
- Undertake time critical daily, monthly and quarterly tasks and identify and resolve issues as they arise
- Engage and service a diverse range of stakeholders inclusive of brokers, custodians, system vendors, and regulators
- Manage stakeholder queries ensuring alignment with the ASX Customer Communication Principles
- First point of contact for the resolution and escalation of market incidents in real time for post trade
- Work with risk team to integrate new processes within the team
- Document, escalate and refer when necessary any operational issues and incidents
- Identify and implement process improvements to reduce operational risk, enhance the customer experience and develop technical change

- Be familiar with and ready to execute ASX's BCP emergency procedures
- Operate on a rotational basis across 2 sites (Sydney CBD and Customer Support Centre Artarmon) to provide adequate market coverage throughout the day.
- Provide effective and timely notification of changes and outages to key operating systems for our customers

#### What You've Done:

- Previous experience in a post trade related role in a fast paced deadline driven operational environment
- Analytical experience involving the investigation of issues and problems, identifying and documenting their solutions
- Understanding of financial markets including product knowledge of Futures, Equities and Derivatives.
- Experience in a customer facing role offering exceptional service

#### And if you've got some of this, even better:

- Experience in the OTC market and its related processes and systems
- Exposure to Capital Markets, Bank Treasury, or Broker processing
- Awareness of ASX post trade business processes and systems
- Successfully completed the Operations Core Module of the AFMA Operations Professionals Program

#### What you need to enjoy and be good at for this role:

- Customer Driven & Delivery Focused – be an advocate for our customers
- Drive for improvement – continually aims to streamline and automate processes
- Attention to detail – errors are minimised to deliver accurate outcomes.
- Calm under pressure – can remain focused in times of stress
- Naturally inquisitive – asks questions to ensure understanding
- Confident decision maker – make straightforward decisions and know when to seek backup
- Great communicator – able to get the message across in the best way
- Analytical thinker – can evaluate information and seek a solution
- Team player – support each other to achieve
- Collaboration – can work with multiple stakeholders to deliver a common goal