Officer, Fixed Income Operations

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.

<table>
<thead>
<tr>
<th>ASX Opportunity Snapshot</th>
<th>What’s On Offer</th>
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<tbody>
<tr>
<td>Role: Officer, Fixed Income Operations</td>
<td>Work within this fast paced customer facing team as the first point of contact for Fixed Income settlement, corporate actions and subsequent ongoing support within the Fixed Income operations business. This role will give you exposure to the operational environment and processing behind the clearing and settlement of exchange traded Fixed Income products within the Australian market. 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 participate in projects to operationalise new products, systems or changes that have a direct impact to the Australian financial markets.</td>
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<td>Reports to: Manager, Fixed Income Operations</td>
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<td>People Management: n/a</td>
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<td>Budget: n/a</td>
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<td>Team: Fixed Income Operations</td>
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<td>Date: January 2020</td>
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<td>Location: Sydney, NSW</td>
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<td>Flexible Role: Yes</td>
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What you’ll do:

- Understand and operate the ASX’s clearing and settlement system for Fixed Income products Austraclear and ASX Collateral
- Engage and service a diverse range of stakeholders inclusive of brokers, custodians, system vendors, compliance officers and regulators
- Contact point to resolve and respond to issues and queries raised by internal and external customers
- Customer readiness of new products and client on-boarding
- Manage stakeholder queries ensuring alignment with the ASX Customer Communication Principles
- Monitor and update operational procedures and risk controls and meet internal and external audit requirements
- Assist in the operationalisation of new products and services or technology upgrades
- Compile, maintain and report statistical information
- Be familiar with and ready to execute ASX’s BCP emergency procedures
- Project involvement to improve client service across business units, build stakeholder relationships and collaborate to achieve efficiencies in project and initiative delivery ensuring positive outcomes for Operations
- Identify and implement process improvement to reduce operational risk, enhance the customer experience and develop technical change
- Provide effective and timely notification of changes and outages to key operating systems

- Perform duties associated with external user test environments including; system maintenance, resolving technical issues; system accreditations, and user acceptance testing for upgrades
- Contribute to monthly, quarterly and annual reporting for Fixed Income operations
- Operate on a rotational basis across 2 sites (Sydney CBD and Artarmon- ALC) to provide adequate market coverage throughout the day

**What you’ve done:**
- Previous experience in a Fixed Income settlement related role in a fast paced operational environment
- Analytical experience involving the investigation of issues and problems, identifying and documenting their solutions
- Experience in a customer facing role offering exceptional service

**And if you’ve got some of this, even better:**
- Exposure to Capital Markets, Bank Treasury, or Broker processing
- Previous experience with market issue resolution
- Awareness of ASX clearing and settlement 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:**
- 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
- Outstanding customer service – ensure customer needs are met
- 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