

Officer, Post Trade (Core) 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.

ASX Opportunity Snapshot		What’s On Offer
Role:	Officer, Post Trade (Core) Operations	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 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 be responsible for accurate processing of all market related tasks and have exposure to new products and services, which have a direct impact on the Australian financial markets.
Reports to:	Manager, Post Trade (Core) Operations	
People Management:	n/a	
Budget:	n/a	
Team:	Post Trading Operations	
Date:	November 2018	
Location:	Sydney, NSW	
Flexible Role:	Yes	

What you’ll do:

- Understand and operate the ASX’s clearing and settlement systems, primarily Austraclear and ASX Collateral
- 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
- Assist with the resolution and escalation of market incidents in real time for post trade
- Perform expiry, delivery and settlement procedures
- 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:

- Description of experience (avoid years of experience, think of the fit for flexibility)
- Analytical experience involving the investigation of issues and problems, identifying and documenting their solutions
- Working in a team environment to achieve common goals and deliver outcomes through collaboration and knowledge sharing

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

- Desired experience description
- Exposure to Capital Markets, Bank Treasury, or Broker processing
- Awareness of ASX post trade business processes and systems

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

- Personal attributes / competencies
- Customer Driven & Delivery Focused – be an advocate for our customers
- 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