

# Officer, Trading Operations (12 month maximum term)

## ASX Position Description

ASX “All Roles Flexible”	
<p>ASX offers mutually beneficial flexible working arrangements. We recognise that employees need to balance work and personal lives.</p>	
ASX Opportunity Snapshot	What’s On Offer
<b>Role:</b> Officer, Trading Operations (12 month maximum term)	<p>Working across two core sites (Sydney CBD and Artarmon) you are an integral part of this 24 hour team that is responsible for operating fair, orderly and transparent markets across the ASX trading environments. Enforcing operating rules/procedures, continuous disclosure and supporting market participants is key to this role.</p> <p>You are the first point of resolution for all market incidents offering real time support and monitoring, providing superior customer service to our clients globally, when they need it.</p>
<b>Reports to:</b> Manager, Trading Operations	
<b>People Management:</b> n/a	
<b>Budget:</b> n/a	
<b>Team:</b> Trading Operations	
<b>Date:</b> March 2019	
<b>Location:</b> Sydney, NSW	
<b>Flexible Role:</b> Yes	

### What you’ll do:

- Monitor market participant compliance with the ASX Operating Rules, Continuous Disclosure obligations and Procedures
- Engage and service a diverse range of stakeholders inclusive of brokers, custodians, ISV’s, system vendors, compliance officers and regulators
- Operate and monitor production and test systems within a dual-site 24 hour rotational shift structure
- First point of contact for the resolution and escalation of market incidents in real time
- Manage stakeholder queries ensuring alignment with the ASX Customer Communication Principles
- Maintain operational documentation, perform statistical analysis and collate data for reporting to management, regulators and internal/external audit
- Identify and refer possible uninformed or disorderly markets to internal teams as quickly as possible.
- Perform real time market monitoring by coding alerts accurately within set timeframes
- High levels of market awareness including the review of print and electronic media daily
- Identify, support and participate in knowledge management activities and subject matter expertise development

- Identify and implement process improvement to reduce operational risk, enhance the customer experience and develop technical change
- 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
- Work collaboratively with internal teams on continuous disclosure issues
- Perform system maintenance
- Demonstrate the ASX Values; to BE Open, Trustworthy, Original and The Example

#### What you've done:

- Gained an understanding of the Australian Equity or Derivatives Markets
- Excellent verbal, written, presentation and communication skills
- Highly developed analytical, investigative and problem solving abilities
- Some exposure to Financial Markets eg.in a broking or market operations environment
- Delivered an exceptional experience for internal or external customers

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

- Some previous exposure to listed products or governing rules
- Knowledge of Participant systems, operations and connectivity models across Front, Middle or Back Office environments

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

- Customer Driven & Delivery Focused – be an advocate for our customers
- Attention to detail – understands the importance of getting things right
- Challenging the Status Quo – driving continuous improvement
- Agile, Adaptable & Resilient – able to manage change and be positive
- Knowledge Manager – designs and facilitates knowledge transfer to increase resource capabilities
- Open & Empathetic – values diversity of opinion
- Empowering – supports and empowers others
- Intellectually Curious – demonstrates a commitment to on-going learning
- Analytical Thinker – detail orientated, methodical and guided by structure and process; seeks to deliver efficiency
- Decisive Communicator – clearly articulates recommendations to management and keeps calm under pressure
- Team Player – actively builds and maintains relationships; respectful, considerate, ethical and behaves with integrity