

# Officer, Post Trade Operations (Core) (12 month maximum term)

## 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) (12 month maximum term)	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 and all margin payments 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. 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>	May 2018	
<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, CHES, Austraclear, Genium, DCS 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
- 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
- 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