



Investor Support Manager (AS11574)

Sydney, New South Wales, Australia (Hybrid)

ASX: Powering Australia's financial markets

Why join the ASX?

When you join ASX, you're joining a company with a strong purpose – to power a stronger economic future by enabling a fair and dynamic marketplace for all.

In your new role, you'll be part of a leading global securities exchange with a strong brand. We are known for being a trusted market operator and an exciting data hub.

Want to know why we are a great place to work, visit our [careers page](#) to learn more.

We are more than a securities exchange!

The ASX team brings together talented people from a diverse range of disciplines.

We run critical market infrastructure, with 1 in 3 people employed within technology. Yet we have a unique complexity of roles across a range of disciplines such as operations, program delivery, financial products, investor engagement, risk and compliance.

We're proud of the diversity of our organisation and the culture of inclusion that all our people help to build every day. Our employee-led groups are known for celebrating cultural and religious events, championing LGBTIQ+ inclusion, inspiring giving and volunteering, promoting gender equality, and wellbeing. We are an Employer of Choice for Gender Equality (WGEA) and a member of the Champions of Change Coalition for the advancement of gender equality in Australia.

About the team:

You will lead the front-line Investor Support team that provides a professional level of service through email and telephony to the general public and retail investors. The team also owns and manages ASX's Feedback framework and associated obligations.

The Investor Support team responds to varied requests for information, questions on products and services and provides active and timely solutions to customer needs in line with established ASX standards. The purpose of this role is to maintain the team's high support standards and continue a focus on improving customer outcomes, feedback management and risk management as new customer impacting initiatives are delivered.

This opportunity will allow you to drive improvements in how ASX engage with and support retail investors. This function is vitally important to maintaining ASX's reputation and brand across Australian financial markets.



What you will be doing:

- Lead the ASX front line investor support centre, managing a small but effective team in delivering high quality customer service to investors and other ASX customers
- Help define and align team direction with wider enterprise strategy using data driven insights where possible
- Manage individual and team performance with a focus on professional development and customer centric outcomes, respectively
- Be the voice of investors internally by driving focus to and promoting awareness of investor outcomes during incidents and project engagements
- Manage team resourcing and roster to meet operational and project release demands
- Ensure complaints/feedback are managed according to our regulatory obligations, ASX policy and procedures
- Champion ASX feedback policy awareness and education internally promoting a more effective feedback culture across ASX
- Drive operational efficiencies within the Investor Support team and across the Customer Division
- Source customer engagement insight and push process improvements to enhance the customer journey
- Be a primary escalation point for team issues, customer calls and cases
- Uphold a strong focus on risk management within the team in accordance with ASX risk frameworks and expectations
- Monitor call and case quality ensuring positive and productive customer engagements
- Facilitate new listing platform access requests within SLA and customer due diligence requests by maintaining an effective control environment
- Provide proactive and open communication with senior management
- Maintain wider stakeholder relationships with internal teams and customers
- Maintain CRM (Salesforce & ServiceNow) data integrity
- Maintain and update team IVR and call centre platform configurations ensuring 100% availability within support hours
- Ensure team knowledge base and online web form FAQs are up-to-date and relevant
- Manage external communication/notice publication workflows

What you will bring:

Must have

- Strong front line customer support experience
- People leader experience in a customer facing role
- Experience handling escalated customer calls and disputes
- Strong experience managing relationships with business and second level support team stakeholders
- Demonstrated strong customer experience ethos



- Demonstrated experience leading the adoption of, and/or maintaining a high compliance standard in accordance with, an enterprise wide feedback framework
- Applied and championed risk management in a customer facing operational support function
- Worked with CRM data to derive customer engagement trends and insights
- Acted as a mentor and coach to develop the professional capabilities of others
- Proactively driven process improvements bringing stakeholders on the journey to delivery
- Facilitated team operational readiness for team impacting changes
- Incident management focusing on customer communication whilst remaining calm under pressure

Nice to have:

- Front line contact centre management experience
- Sound knowledge of financial markets, financial intermediaries, the function of an exchange in capital markets including investor access and the process for them to participate
- Experience within an exchange and/or trading environment
- Understanding of different financial products
- Experience leading incident responses and resolutions
- Experience using Salesforce and/or ServiceNow platforms
- Experience using Office Suite (Word, Power Point, Excel, Outlook)
- Strong presentation skills
- Exposure to risk management frameworks

We make hiring decisions based on your skills, capabilities and experience, and how you'll help us to live our values. We encourage you to apply even if you don't meet all the criteria of this role. If you need any adjustments during the application or interview process to help you present your best self, please let us know.

At ASX Group, our diverse workforce is essential to build and maintain a fair and dynamic marketplace. We support flexible working and offer hybrid working options. Even if our roles are advertised as full-time, we encourage you to apply if you are interested in part-time or other flexible working arrangements.

We will arrange for successful candidates to have background checks, including reference and police checks completed as part of the on-boarding process.

Recruitment Agencies: ASX does not accept any unsolicited agency resumes and will not be responsible for any fees related to unsolicited resumes.