



# Participant Transitions Officer LM11377

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.

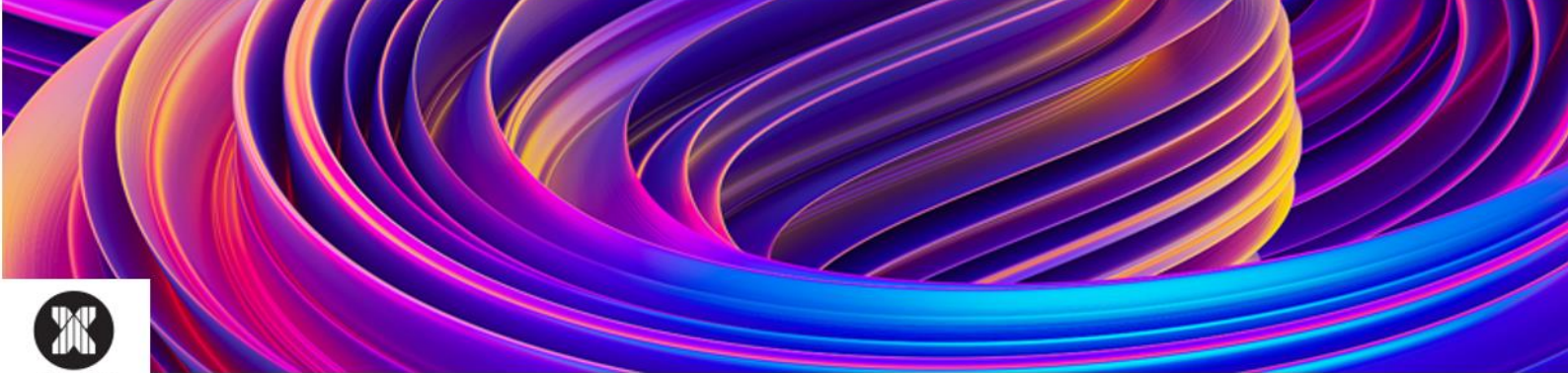
We're proud of the diversity of our organisation and the culture of inclusion that all our people help to build every day. Our employee-led groups are known for celebrating cultural and religious events, championing LGBTIQ+ inclusion, inspiring giving and volunteering, promoting gender equality, and 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:

The Participant Transitions team are primarily responsible for coordination of lifecycle management activities for ASX Participants across all ASX equity, derivatives, debt and collateral markets. These activities include on-boarding, operational change and resignation..

### What you will be doing:

- Operate as a dedicated single contact point for Participant on-boarding, transition and/or resignation activities
- Be an advocate for the customer while aligning expectations with ASX services and operational standards
- Respond to Participant lead enquiries and support analysis and review into qualified customer opportunities
- Take responsibility for customer readiness and ensuring a seamless transition pre and post 'go live'



- Manage customer communications, with primary objective to ensure risks are resolved before they become issues
- Co-ordinate and manage operational change initiatives across systems, permissions and infrastructure – working closely with internal and external stakeholders
- Collaborate internally in leading process improvement initiatives tailored to enhance the customer experience
- Maintain CRM System (Salesforce) with thorough and accurate customer information
- Develop and maintain a deep understanding of the customers’ operational, technical and business environments and their needs and challenges

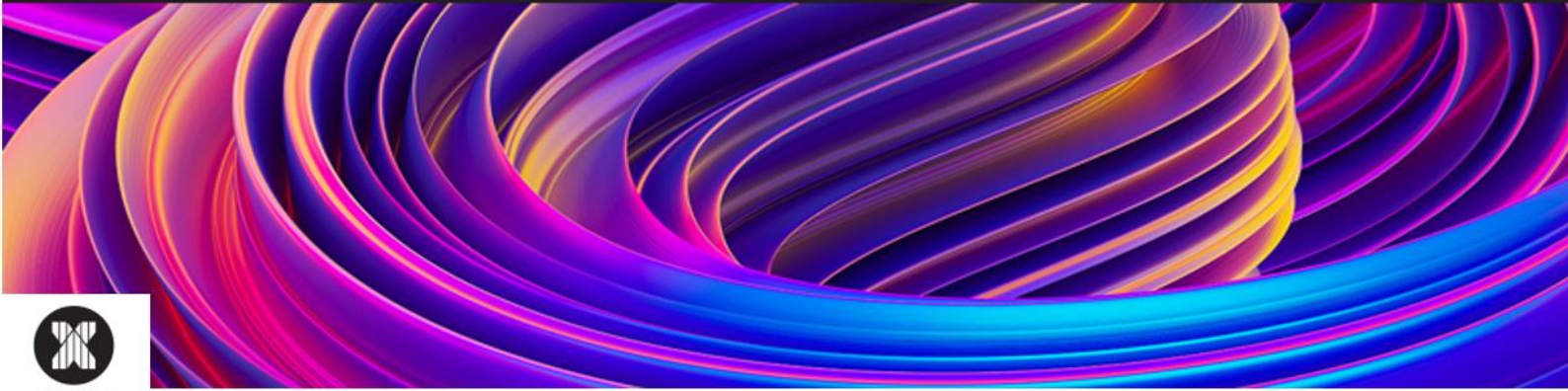
### What you will bring:

#### Must have

- A proven track record in customer relationships, coordination and engagement skills
- Previous experience in a high performance, dynamic operational environment
- Managed multiple, often conflicting tasks through planning and effective time management
- Delivered clear and articulate communications – verbal, written and presentation
- Worked within cross-functional, operational teams and contributed to process improvements
- Demonstrated highly developed analytical, investigative and problem-solving abilities

#### Nice to have

- Knowledge of Participant systems, operations and connectivity models across Front, Middle or Back Offices environments
- Knowledge of ASX Trading, Clearing and Settlement internal systems and processes
- Knowledge of the integrated ASX and ASX 24 environments both technically and operational



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.*