

About AFCA

The Australian Financial Complaints Authority (AFCA) will commence on 1 November 2018, providing consumers and small businesses with easy access to a single scheme to resolve complaints about products and services provided by financial firms. More details can be found at www.afca.org.au.

About the role

The AFCA Board will periodically make appointments of both Consumer and Industry Representatives to AFCA decision making panels. Our panels are involved in decision making on our more complex financial services disputes

AFCA seeks expressions of interest from interested persons for potential appointment to the panels as either a Consumer or Industry Representative. These appointments are sessional. The time commitment required of successful candidates will be based on workflow needs and decision-making requirements for AFCA disputes. The term of each sessional appointment is from 1-3 years and may be renewed.

Your role will be to make decisions as part of a panel in accordance with the relevant Terms of Reference. Each panel is comprised of an independent Ombudsman, a Consumer Representative and an Industry Representative of the relevant discipline.

Skills and Experience

To be successful in the role you will be able to demonstrate that you have the:

- Capacity to act independently.
- Strong analytical skills
- Relevant consumer or industry knowledge in one or more of these specialist dispute areas (banking, superannuation, general insurance, investments and advice, life insurance, medical indemnity or stockbroking)
- Experience as a decision-maker.
- Ability to effectively communicate and write clearly and accessibly.
- Ability to be well-informed and make objective decisions.
- Ability to command the respect of relevant AFCA stakeholders.

In addition, you will have a track record of significant achievements in your profession and an ability to quickly and collaboratively get to the heart of complex disputes in order to achieve outcomes in a timely manner that are fair in all circumstances.

In order to ensure a broad range of diversity and expertise, candidates from all across Australia are welcome to apply.

Apply

To apply, please visit: www.afca.org.au/careers.

Expressions of interest will be accepted until 17 August 2018.

Please indicate in your expression of interest whether you wish to be considered for a Consumer or Industry Representative position.

For more information please call David Peters, Senior Manager – People and Development, on 03 9613 6313.