

Position Description – Assistant Manager

Position purpose

Position purpose As an Assistant Manager you are responsible for overseeing and delivering a broad range of insolvency tasks to a high standard, in line with Worrells protocols and values. This role works closely with your team members to organise and manage completion of insolvency engagements while delivering quality service to all stakeholders.

As Assistant Manager, you are also responsible in assisting your Manager in meeting key performance indicators. An Assistant Manager is also responsible for coaching, mentoring and directing team members to ensure development of staff under your supervision.

Duties

File management Set up/oversee the setup of new files
Review incoming correspondence and provide specific instructions on proposed responses or actions required in relation to correspondence
Review and approve draft outgoing correspondence as authorised
Instruct and oversee drafting of first day notifications to various stakeholders
Distribution and management of daily filenote downloads and managing filenote and general workload of supervised staff
Set deadlines for work to be completed in accordance with firm and statutory obligations
Oversee maintenance of general ledger, review receipts and payments on files, approve invoice payments
Monitor all file note tasks being completed
Draft/review reports/advices to creditors (e.g. initial reports, statutory reports, fee approval advices, secured creditor reports and dividend declaration advices)
Assess business/assets and provide recommendations/strategies on sale/disposal of same
Assist with marketing and selling business/assets (monitoring the preparation of advertisements, information memorandums, confidentiality undertakings, communicating with interested parties, correspondence with interested parties, assessing offers, correspondence negotiating / accepting offer, reviewing sale agreements)
Attend site to inspect/collect/list assets and/or books and records and ensure compliance with firm and statutory obligations
Assist with trade on activities (e.g. reviewing the setup of trade on accounts, reviewing budgets, monitoring trading activities, orders, purchases, sales.)
Review and arrange storage of books and records and destruction of books and records at appropriate time
Review documentation to assess validity of security interests (e.g. review security documentation)

Assist with FEG (e.g. approving employee entitlement letters, reviewing calculation of outstanding employee entitlements, corresponding with FEG, review FEG questionnaires, FEG Deed of Undertakings, FEG verification spreadsheets and discrepancy reports)

Review prepared BAS' and monitor receipt of refunds, review payments

Review/conduct income assessments and provide suggestions regarding income assessments including finalising assessments, collection schedules, non-compliance

Review solvency investigations (prepare solvency analysis, solvency report)

Review investigations into insolvent trading

Review investigations into voidable transactions (e.g. preferential payments, uncommercial transactions, unreasonable director-related transactions, undervalued transactions)

Review summary of potential offences and review offence reports to regulatory bodies

Assist with seeking funding (e.g. FEG funding, ATO indemnity request)

Assist with litigation matters (e.g. instructing solicitors, reviewing court documents, preparation for and attendance in mediation/Court, preparation for public examinations and attendance in Court)

Assist with creditor meetings, review completed minutes of meetings, instructing lodgement of statutory forms

Assist with seeking fee approval from the Court (e.g. reviewing WIP report, instructing solicitors, reviewing application/court documents)

Review adjudication of proof of debt claims by creditors for dividend purposes and/or when requested

Assist with dividend procedures (presenting options and recommendations to appointee on complex adjudication and distributions, instructions to staff)

Instruct and assist with finalisation of files (e.g. closing administration bank account, cancelling GST registration, draft and lodge statutory forms)

Convert and providing instructions to staff to setup basic new files

Provide staff with instructions on strategy to administer basic new files

Contribute to drafting of complex areas of correspondence, reports and advices

Instruct staff on site inspections and collection of assets and records

Implement and monitor compliance of trade on strategies

Assist with all other applications to court (e.g. fee approval) liaising with solicitor

Instructing staff on finalisation matters

Financial
Performance

Record all chargeable and non-chargeable tasks on timesheets

Ensure subordinates are completing timesheets and meeting chargeable budgets

Monitor and contribute to discussions regarding file and team fees, work in progress, write-offs and budgets

Generate and complete monthly fee sheets

Analyse and provide options and recommendations on relevant trends identified in team budget performance

People &
Performance

Coordinate / attend new staff member's induction and development discussions / reviews in the first 12 weeks

Train and provide guidance for all team members

	<p>Provide timely coaching, practical advice, constructive and specific feedback on work completed to all team members</p> <p>Monitoring performance of all team members</p> <p>Identify performance issues with any team members and liaise with manager/partner as required</p> <p>Identify opportunities to reinforce, reward and celebrate individual progress and achievements</p> <p>Proactive management of team's workload</p>
Technical Knowledge	<p>Demonstrate knowledge and ability to apply relevant legislation to job matters and navigate through legislation, case law and ARITA Code</p> <p>Demonstrate comprehensive working knowledge of Workbench and other software / programs (e.g. MYOB, Quicken, Xero)</p> <p>Ensure correct insolvency practices (statutory, regulatory, industry standards) are followed on all client files</p> <p>Assist and guide all team members to relevant materials to educate them and develop their own technical knowledge</p>
Operational Excellence	<p>Ensure all draft correspondence is accurate, contains minimal errors and that all references to legislation are correct</p> <p>Ensure team always applies firm protocols in setting up and maintaining files in Workbench, and ensure the setup of all files are logical and well-structured to a standard acceptable to the Partner, and documentation is up to date</p> <p>Ensure firm checklists are followed and maintained in accordance with deadlines as defined in the client file</p> <p>Ensure all incoming correspondence is saved on file, linked to relevant file note and summarised for next steps (where appropriate) in a timely manner</p> <p>Complete file notes in a way which sets out clearly the position taken and the reasons for that position</p> <p>Actively work to drive efficiencies and optimise team effectiveness</p> <p>Set parameters on files with Manager, and ensure team works within the job parameters</p> <p>Ensure all file notes are addressed on their review date, all review dates set appropriately</p> <p>Ensure File Accountant completes relevant tasks required (i.e. saving mail, preparing responses within relevant time frame, meeting time budgets)</p> <p>Manage workload of team</p> <p>Ensure urgent matters are brought to attention of Partner</p> <p>Oversee all files to ensure on time completion</p>
Stakeholder Management	<p>Communicate verbally in a professional and courteous manner (including on the telephone and at meetings) to ensure positive reflection of the Worrells brand, strong working relationships and referrer retention</p> <p>Keep stakeholders informed on the status of pending actions where appropriate</p> <p>Communicate with stakeholders to determine what their needs are and provide appropriate information</p> <p>Respond to stakeholder queries within statutory timeframe (if applicable)</p> <p>Liaise and maintain relationships with Referral partners and ensuring CRM software is updated accordingly</p>
Business Development	<p>Participate in structured firm marketing events as required</p> <p>Network at industry events to secure new referral partners</p>

Key internal and external stakeholders

Stakeholder	Purpose of communication
Ordinary Unsecured Creditors	To keep them informed, proactively manage expectations and represent Worrells in a professional manner
Regulators - ASIC and AFSA	To comply with regulatory requirements and discharge statutory duties and represent Worrells in a professional manner
Referral Partners	To proactively keep apprised of developments on files and represent Worrells in a professional manner
Debtor / Director	To proactively deal with the Debtor / Director in a respectful and professional manner
Secured Creditors	To recognise their vested interest in the insolvent as a Secured Creditor. To keep them informed, proactively manage expectations and represent Worrells in a professional manner
Worrells Staff and Team Members	Is courteous and treats others with respect. Works on projects as part of a team, exchanging ideas and contributing skills that complement those of the other team members
Employee Creditors	To keep them informed, proactively manage expectations and represent Worrells in a professional manner

Selection criteria

Qualifications

Degree in Accounting / Commerce or equivalent
Full member of ICA or CPA Australia
Should have passed all or the greater part of the ARITA Course

Experience

Assistant Managers will generally have minimum of 5 years' insolvency experience, developed technical knowledge and assists in managing all basic files. Undertaking or completed ARITA education course, completed CAANZ/CPA (or equivalent). Manages and trains production team of two to three staff.