

POSITION DESCRIPTION

Senior Advisor

Reports To	Head of Advisory
Location	Milsons Point, Sydney
Employment Type	Full-time, Hybrid (2 days working from home)
Salary	\$100,000 + super (negotiable for the right candidate)
Working Rights	Full working rights in Australia required
Applications Close	Fri 6 November 2026

Purpose of the Role

A Senior Advisor is responsible for assisting individuals and businesses in resolving their tax debt issues with the Australian Taxation Office (ATO). This role requires a compassionate and client-centred approach, alongside strong negotiation and influencing skills to achieve favourable outcomes.

At its heart, this role is about people, not numbers, tax or debt. The Senior Advisor will guide clients through tax debt negotiations while maintaining a structured and process-driven approach to ensure smooth and timely resolution.

Prior tax debt negotiation experience is not required: the role is open to candidates with transferable negotiation, mediation or client-facing experience from other fields, including claims, disputes and collections. The role suits people with strong commercial acumen and communication skills who are ready for a career change. This is an emerging discipline, so you will be supported with team guidance and training to become confident in the role quickly.

Key Responsibilities

1. Client Consultation & Relationship Building

- Engage with clients to understand their financial situation and the specifics of their tax debt
- Build rapport and trust through active listening and empathy to ensure clients feel supported throughout the negotiation process

2. Negotiation & Influence

- Work closely with clients to develop personalised strategies for negotiating tax settlements with the ATO
- Influence and negotiate effectively with ATO representatives, in writing and verbally, to secure agreements that are manageable for the client

3. Process Management

- Diligently manage all aspects of the tax debt negotiation process, from initial consultation to final resolution
- Draft applications to the ATO and ensure all required documentation is gathered, reviewed, and submitted in a timely manner

4. Customer Support & Communication

- Keep clients informed and reassured through regular updates and transparent communication
- Provide ongoing advice and assistance to clients throughout the negotiation process, helping them feel confident and supported

5. Compliance & Knowledge

- Stay up to date with company policies, ATO guidelines, and procedures relating to tax debt and debt negotiation
- Ensure all activities comply with relevant legal and regulatory requirements

6. Reporting & Documentation

- Maintain accurate and detailed records of all interactions, negotiations, and outcomes for each client
- Provide regular updates and reports to management on the status of ongoing cases

Key Selection Criteria

1. Customer Service Skills

- Demonstrated ability to provide compassionate, client-focused service, especially in sensitive or challenging situations
- Strong interpersonal skills with the ability to build trust and rapport with clients

2. Negotiation & Influencing Abilities

- Proven experience in negotiation, with a track record of achieving positive outcomes in difficult discussions
- Ability to influence both clients and ATO representatives effectively

3. Attention to Detail & Process Orientation

- Strong drafting skills and high attention to detail, with a focus on accuracy and thoroughness in managing documentation and processes

- Experience working in a structured, process-driven environment

4. Communication Skills

- Strong written communication, with the ability to produce clear, accurate correspondence and applications
- Strong verbal communication, with the ability to explain information plainly to clients who may be stressed

5. Resilience & Problem-Solving

- Ability to remain calm, focused, and solution-oriented under pressure
- Strong problem-solving skills with the ability to think strategically about negotiation tactics

6. Desirable Experience

- Previous experience in tax, financial services, claims, disputes, collections or debt negotiation
- Understanding of the Australian tax system and ATO processes related to tax debt

Qualifications & Experience

- Degree-qualified, with a proven track record of professional development
- Experience in claims, disputes, collections, customer service, financial services or tax, with exposure to negotiation and mediation
- Familiarity with ATO policies and procedures is highly desirable but not essential
- Demonstrated ability to manage client relationships and deliver high-quality service

Key Performance Indicators (KPIs)

- Successful resolution of tax debt cases within established timeframes
- Client satisfaction and retention rates
- Compliance with ATO requirements and internal processes
- Accurate and timely completion of documentation

Work Environment

This position may involve working in a busy, team-focused environment with clear deadlines. Ability to manage multiple client cases simultaneously is essential. Based in our Milsons Point, Sydney office on a hybrid basis (currently 2 days per week working from home). Applicants need to be able to work from the office 3 days per week.

How to Apply

To apply, please use the application form supplied on <https://taxassure.com.au/careers/senior-advisor/>

Start your application now

Important information: Tax Assure is an equal opportunity employer and welcomes applications from people of all backgrounds. Applicants must have full working rights in Australia.

Approved by Olga Koskie, CEO & Director | 23 October 2026