

Technical Superannuation Adviser Knowledge Shop®

KNOWLEDGE
SHOP

®

Superannuation Adviser **About the role**

Thanks for taking the time to look a little closer at what Knowledge Shop does and the role we have available within our team.

Knowledge Shop is the 'advisers adviser'. The role of Superannuation Adviser is an excellent opportunity for an experienced professional who wants to utilise their technical superannuation to become a leader in the profession.

We offer the right candidate an opportunity to develop their skills as a presenter delivering technical training programs and as an adviser to the profession. We also offer the opportunity to expand your knowledge at a rate faster than almost any other employer in the market.

To apply for this role

Please email applications to:

Lisa Armstrong

Managing Director

e lisa.armstrong@knowledgeshop.com.au

t 1800 800 232

Minimum requirements – the right candidate

If you have always been the one that other people come to when they have a client issue that they can't resolve or need assistance to get the right result, then this role is right for you. As a minimum, you must have:

- 5 years + in a public practice firm or equivalent in a technical superannuation role
- SMSF Specialist Advisor (SMSF Association) or equivalent
- Post graduate study (CA, CPA, Masters) preferred
- Excellent written and verbal communication skills

In terms of competency, you will:

- Have extensive knowledge of superannuation technical matters including SMSF
- Have the ability to interpret legislation and break this down into strategies and relevant issues
- Have the ability to write and deliver presentations in a manner which is understandable, educational and interesting
- Be connected into the superannuation technical community.

Our ideal candidate is practical, knowledgeable and able to translate technical and legislative concepts into everyday language. Our role is to assist accounting and financial advice firms and their teams (through our tools, training and knowledge) to get the right result for their clients in the most efficient way.

Knowledge Shop resolves the issues that accountants and advisers typically face.

The role in detail

Working with a team of talented and highly qualified professionals, you will further develop your technical skills and profile acting as the 'adviser's adviser'.

As we only provide practical advice, experience in public practice at a managerial level or above is essential. In addition, your excellent communication skills and practical knowledge will enable you to contribute to the development of our extensive published resources.

Plus, where applicable, your exceptional verbal skills will enable us to train you as a presenter for our workshops and training programs (if you are not already experienced in this area).

Specifically, the role of Superannuation Adviser involves:

Thought leadership

- Monitor and keep abreast of changes within the industry applicable to both accountants and financial advisers and their clients
- Develop technical papers and insights where required outlining changes and issues and their implications to clients and strategy

Fulfilling Knowledge Shop's 'Adviser's adviser' help desk service:

- Deliver an average of 24 or more answers to technical questions per day (average may vary depending on other assignments allocated);
- Provide answers within an average turnaround time of 24 hours;
- Build a rapport and provide an excellent service standard to our adviser community;
- Where a question is outside of your area of experience (or you just want to check it), seek assistance from your colleagues within Knowledge Shop or Diverger group before completing the question or where appropriate, have the question assigned to another consultant who has expertise in the relevant area.

There is no question that the help desk is demanding. Our clients really want your help to understand how best to proceed and to provide clarity. The technical team work collegiately, keeping communication open to ensure that we deliver the right advice at the right time. Plus, you have support. We have existing experienced superannuation resources and a very strong tax team who will work with you and support you.

Developing and deliver training programs:

- As part of the team, contribute to the direction and development of commercially viable training programs;
- Where assigned, develop training programs and associated materials;
- If suitable, deliver training programs (or be up-skilled as a presenter);
- Achieve a minimum benchmark of 7 out of 10 for training presentations.

Knowledge Shop delivers a range of face to face, webinar, and on-demand training programs. If you are involved in the training space, we will get you involved in all elements of the development and delivery of training.

Contributing to the Knowledge Bank:

- Contribute your knowledge and ideas to the development of the Knowledge Shop's bank of resources;
- Create new materials for the knowledge bank;
- Undertake reviews and update existing materials on the knowledge bank advising not only what changes are required to bring the material up to date but identify where improvement can be made to the usability of the material;
- Complete materials, reviews, and updates within allocated deadlines and to a professional commercial quality.

Work as a member of the Knowledge Shop team and the broader Diverger community of professionals.

You will have access to a broad range of technical support resources and also tax professionals within Knowledge Shop group of companies. They will assist you settle into your role and also provide a broader professional peer group.

Salary and remuneration

Salary is commensurate with experience and your ability to contribute to the development of the company.

Reporting structure

For practical purposes, the SMSF Advisor reports to our Tax Director Michael Carruthers. As a company however, we have a relatively flat structure and avoid hierarchies. We promote and look for a strong team recognising everyone's importance and contribution.

We hire professionals to do professional jobs – you don't need to be micro managed.

Existing team members

Common characteristics of our existing technical team are:

- Most have a Masters degree and are dedicated to developing their knowledge and expertise
- All have a minimum of 4 years experience in public practice before joining Knowledge Shop; the majority have close to a decade in senior roles
- All have existing experience training teams
- All have excellent written and verbal communication skills
- All are dedicated and motivated
- All are great people who take their work seriously not themselves

About Knowledge Shop

Knowledge Shop is a knowledge management company in the financial services sector (tax & accounting and wealth). We are the ultimate support service for busy advisers through our:

- Professional membership service
 - A help desk managing technical, practice management, and business consulting queries
 - Our knowledge bank of standards, working papers, and precedents
 - Professional development events (once every quarter in seven locations across Australia)
 - Technical news and updates
 - Client newsletters and updates
- Training services
 - Knowledge Shop (face to face and online)
 - TaxBanter (boutique in-house, face to face, and online)
 - TaxBytes (boutique in-house)
- Knowledge services

We pride ourselves on our pragmatic approach to the needs of our market and design, develop, and deliver our products and services based on this knowledge.

A subsidiary of ASX listed Diverger ([ASX: DVR](#)), Knowledge Shop was born out of the frustration experienced by a profession trying to keep on top of an increasingly complex tax, super and regulatory environment. We help fill in those gaps working with thousands of practices across Australia each day.

Diverger is home to a series of award-winning companies within the financial services sector:

- Knowledge Shop
 - TaxBanter
 - Taxbytes
- Diverger (Wealth Division)
 - GPS Wealth
 - Paragem
 - Merit Wealth
 - SMSF Expert

Fintech group Hub24 holds a relevant interest in 31.5% of all Easton shares on issue.