



Career Information Pack

The MyBudget Story



In 1999, our founder, Tammy Barton was 22 years old, working at a debt collection business and witnessing the impact financial stress was having on people's lives.

Tammy realised that people across Australia on varying levels of salaries and financial positions were struggling to manage their finances.

"I could see that traditional banking wasn't helping people. If you want to get ahead, to live your best life, you need a different set of tools. You need a system and support that helps you plan for the future—to look ahead, not behind you."

To date, MyBudget has helped over 130,000 Australians set up their financial future, build the savings they've always wanted, eliminate debt and create a life free from money worries.

Alongside our successful Australian offices, we have offices in Sri Lanka and the Philippines in place to further support our business model and global expansion mission.

Our entire team is committed to making a difference through the work we do. We are supportive, caring and proud that MyBudget genuinely makes a difference to people's lives.

Tammy Barton

Founder & Director, MyBudget

Our Mission

Our culture is driven by our shared values and the support and care we show each other drives our purpose and enables us to change our clients lives. Our mission is to improve the financial health of the world and to do this we need talented go-getters who truly care and are motivated by making a difference.



Our clients are at the heart of everything we do and we're always looking for new ways to help improve their lives for the better. Our mission creates a highly collaborative culture that's designed to help people achieve and feel fulfilled.



Careers at MyBudget have an abundance of learning and development opportunities that will help you contribute to our mission and achieve your own professional goals.

Our Values

Underpinning our mission are our values. At MyBudget you will find an inclusive, and caring culture that is values focused and driven to empower our clients and employees.



Financial Responsibility

We act in the best interests of our clients. We provide solutions that appropriately meet their financial goals and needs.



We Care

We respond to our clients and fellow colleagues' needs compassionately, empathetically and authentically.



We Make a Difference

We deliver products, services and solutions that truly enhance our clients lives and support our colleagues to create a culture that enables everyone to succeed.



What to Expect

- A collaborative values driven culture that celebrates success and teamwork
- An environment full of learning opportunities that empower and enable progress – from graduates to experienced leaders
- Daily opportunities to create and deliver bespoke solutions that enable our clients to live a life free from money worries
- Career progression opportunities, including deepening your current skill set, upskilling, cross skilling and progression into leadership
- A diverse and inclusive workplace, where employees are embraced for their unique qualities and valued for their contributions. We believe a diverse and inclusive workplace brings out the best in everyone, and helps us to deliver a world-class client experiences
- A business that operates on a global scale but makes all its key decisions from our South Australian HQ and takes great pride in representing Adelaide worldwide.

MyBudget Adelaide's PD Day 2023



MyBudget Philippines



MyBudget Sri Lanka

Our Employees



Laura Renna

Senior Leader - Sales

I have had the pleasure of working for MyBudget for 10 years. During this time I have been given endless opportunities to progress my career as well as being supported as a working mother. Everyday is a new and exciting challenge. I get to lead an incredible team of like-minded individuals who enable our clients live their lives free from money worries.



Steve Zanker

Receptionist

I have worked at MyBudget in Adelaide since 2017. I am the full time receptionist, so apart from greeting staff, clients, contractors and other business partners, I also process all the incoming and outgoing mail for the office, process daily and monthly reports and support every department in the business as required. I love being involved in a business that really does care. Being part of a group of people who really do care. Offering a service and quality of life rather than just selling a product. It's not just lip service. We stand by what we do and genuinely want to see our clients succeed.



Jeff Cabujat

Money Coach

Working with MyBudget is never dull. Being a fan of problem solving, there is always something I would look forward to. Each client that shares their situation and I am able to respond and give resolution, gives me excitement and a sense of fulfillment. The company has been very considerate as well to my personal situation being a soon-to-be dad and gave me a flexible working set up. With this, I can say that MyBudget truly cares, not only to their clients but to the staff as well.

Our Employees



Charly Hopkins

New Enquiries

I have been at MyBudget for seven months in the New Enquiries team. I love this role because it is rewarding. I love being able to help people just knowing that even if I am having the smallest positive impact on someone's life, I have done my job. Any one of us would drop anything if it meant that we could help a client. We all work extremely hard behind the scenes to make a positive difference and change clients' lives for the better.



Bryan Marquez

Specialist

I'm proud to have been a part of the MyBudget Asia team for the past five years, helping clients on their journey to financial freedom. It's been an incredibly rewarding experience to witness the positive impact we've had on our clients' lives. As a Specialist, I have been helping our staff to answer client queries and also assist our Team Leaders to help our staff achieve their KPIs. I have the best feeling when I see my teammates reach their goals and even get promoted to higher positions. I'm excited to continue helping individuals achieve their potential. We are always happy to help our clients reach their goals and secure their financial futures with MyBudget.



Nilupul Liyanage

Technical Lead

Since joining the MyBudget Engineering team in 2019, MyBudget has provided me with the opportunity to wear many hats. Initially, I was assigned to the front-end engineering team, which contributes to the in-house CRM system. I then became part of the team that lay the foundation of the cloud architecture responsible for housing the next generation of MyBudget's digital platform. And now, I am currently leading the marketing tech team which fills me with a tremendous sense of accomplishment each and every day.

Benefits

- Free access to the MyBudget's personal budgeting service, plus Family & Friends discounted offering
- Competitive salaries
- Flexible work arrangements
- A welcoming, inclusive and progressive culture that welcomes all and supports our employees to achieve their full potential
- Ongoing training & development opportunities including our own MyBudget University (MBU) and officially recognised qualifications
- Social Club
- Live Well - \$150 annual 'Get Active' subsidy and fresh fruit daily.



Client Stories

Before your interview, it's a good idea to see what our clients think of us.
View them on Trustpilot or ProductReview.

"Fantastic service! They are professionals at what they do. If you have any issues with keeping to a budget or you just want to ensure that you don't get into financial distress, then you will absolute benefit from using My Budget. I have never looked back."

Christina. July, 2023. Trustpilot

"We started with My Budget because we were a bit overwhelmed by bills, so easily sorted and really had us on a great track, then 2 years ago my husband had a stroke and was unable to work. The My Budget team became my sounding board / problem solvers / voices of reason and sometimes, just a friendly ear... I'd be truly lost without them and we are truly back on track."

Leah. June, 2023. ProductReview

"Ever since I joined in August 2017, this has been the best financial experience ever. The service is fantastic, everyone I speak to is completely lovely and encouraging. Couldn't recommend MyBudget highly enough!"

Jules. October, 2021. ProductReview

We have a podcast!

Listen to our podcast here:

<https://www.mybudget.com.au/podcast>



Follow us online.



Our Global Locations



Australia - Our Adelaide HQ is the hub of all our operations and we are proud to loyally fly the flag for our city of Adelaide and South Australia both nationally and worldwide with the great work that we do. Based at 122 Frome Street, Adelaide you will find a busy and vibrant space consisting of workstations, private offices, board rooms and breakout areas. Frome Street is not only where we come to work, we also run highly successful networking events featuring industry leading keynote speakers and fun team social events.



Sri Lanka - Our Sri Lankan team is based in Colombo in the country's capital city. A central point for our outsourced technology operations, the Sri Lankan team is highly valued and plays a key role in supporting MyBudget with the delivery of our new tech platform the Money Operating System. Within the team we have a wide range of skills and experience levels and support emerging talent by hiring graduates from leading universities.



Philippines - Our Philippines team operates as MyBudget Asia and are based in one of the Philippines leading locations Bonifacio Global City in Manila. The fast growing team offers world class support to both our clients and the business operations. Our MyBudget Asia office is spacious, modern and offers our employees the opportunity to work, collaborate and socialise together in an inclusive and welcoming environment.





Learning and Development

Through recognised qualifications and our in-house MyBudget University, we have built a strong learning and development program that goes beyond just training our employees, it embodies our commitment to fostering a culture of continuous coaching and growth.

At MyBudget, we believe that investing in our employees professional development is key to unlocking their full potential. We work closely with every team member to identify their strengths and areas for coachable improvement, tailoring personalised development plans that align with their career aspirations and our business needs.

We understand that creating meaningful career pathways is essential for retaining top talent, and through coaching and support, we ensure that each individual's journey is nurtured and guided.

By fostering a culture that prioritises coaching, development, and career pathways, we are not only investing in the growth of our employees but also ensuring that our clients receive best possible service levels and we continue to build on our high performance culture.



Interview Prep

An interview is your opportunity to demonstrate your experience, qualifications and interest in MyBudget. Show us why you are a great fit for the role.

Preparing for an interview is an important step on your journey to becoming a MyBudget team member. Having a thorough plan can both help you remain calm during the interview and ensure you present the best version of yourself.

Tips to help you prepare



Review the advert and product description

Thoroughly reading the advert and position description will help you to understand what qualifications, experience and skills we are looking for. It will also provide deeper insight into the role, the expectations and the wider team you will join.



Dress like you mean business

We operate with a smart dress code at MyBudget and we recommend that candidates arrive for interviews in clothes that are comfortable but also business-like. Dress shoes, trousers, shirts, dresses and blouses are all great choices.



Research MyBudget

We strongly recommend that you learn more about our business including our corporate website, socials, blogs, etc. There is a wealth of information out there for you to review and learn more about MyBudget and exactly what we do for our clients.



Plan how you are going to present yourself

Take some time to think about your previous experiences and qualifications that are most relevant to the job. Prepare to give examples of activities you have done to handle a problem or project that resulted in a successful solution. Consider not only your victories, but also your challenges and how you overcame them.

STAR Method

Don't just think about the wins, also consider the challenges you faced and what you did to overcome them.

A great way to prepare for this style of answer is to research the S.T.A.R Method.

S.T.A.R. is a useful acronym and an effective formula for structuring your behavioural interview response. Let's start by breaking down the formula.

S	Explain the situation so that your interviewer understands the context of your example. They do not need to know every detail!	20%
T	Talk about the task, problem or challenge that you took responsibility for completing.	10%
A	Describe the actions that you personally took to complete the task or reach the end goal. Highlight skills or character traits.	60%
R	Explain the positive outcomes or results of your actions or efforts. Here, it is important to highlight quantifiable results.	10%

You can find some great examples of S.T.A.R interview answers in this blog - <https://novoresume.com/career-blog/interview-star-method>

We want to learn about *you!*

Finally and most importantly throughout this process, we want to learn about you. Be as open as possible in the interview and if you have life experiences that would support your application we want to hear about them as much as we do your professional ones.

Please come prepared to discuss your goals, aims and future career progression plans. Finding talent that fits our culture is as important as the right skill set.

Best of luck with your application. We look forward to speaking with you.

