

# Job and Person Specification

**Title of Role:** Administrative Services Officer      **Remuneration Level:** ASO2  
**Business Unit:** Public Trustee      **Type of Appointment:**  
**Division:** Customer Services      **Position Number:**

## Job and Person Specification Approval

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## Primary Purpose

- Public Trustee provides a range of trustee and financial administration services to the community of South Australia. Public Trustee has both community service obligations and obligations as a competitive Government Business Enterprise.
- The Administrative Officer is responsible to a Team Leader for the provision of a range of support services including clerical and administrative support which contributes to the effective and efficient functioning of the branch.

## Reporting Relationships

- The Administrative Services Officer reports to a Team Leader (ASO6) but will provide support to all teams within the Branch.

## Key Relationships/Interactions

- Liaises with other Personal Estates Officer, team leaders, managers, SACAT, beneficiaries, customers and members of the public.

## Key Challenges

- To provide a clerical support function to the Personal Estates Branch by ensuring telephone messages are accurately recorded and relayed to the appropriate Personal Estates Officer.
- To provide excellent customer service to all persons attending at the Personal Estates Reception.
- Ensure that the information provided is accurate and relevant

## Special Conditions

- Some out of hours work may be required.
- Employees are expected to maintain the integrity and security of all information for which they are responsible as a result of employment in the Attorney-General's Department.
- Employee may be required to work in any branch of the Customer Services Division.
- Employees will provide the highest standards of customer service to clients at all levels by modelling service excellence that meets the needs of customers and enhances the corporate profile of the organisation.
- Coverage of the Personal Estates reception will be required from 8.45 am to 5.00pm.
- Employees are expected to maintain the integrity and security of all information that becomes available as a result of employment in the Attorney-General's Department.



### **AGD Conditions**

- Participation in annual performance review and development;
- Actively participate in all mandatory training requirements;
- Abide by the standards in the Code of Ethics for the South Australian Public Sector (the Code); and
- Employment is dependent upon a National Police Certificate (NPC) and Background Screening (DHS) clearance that the AGD finds satisfactory. Periodic checks will be conducted.



## Responsibilities

This Job and Person Specification provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform. The Administrative Services Officer is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
<b>Clerical &amp; Administrative Support</b>	<ul style="list-style-type: none"> <li>• Contribute to the effective and efficient functioning of the branch by providing clerical and administrative support.</li> <li>• Ensure the provision of an effective administrative support service by: <ul style="list-style-type: none"> <li>• answering telephones, taking messages and handling general queries where appropriate;</li> <li>• updating telephone lists and maintaining records of staff movements;</li> <li>• photocopying documents;</li> <li>• undertaking filing, including the transfer of files State Records storage;</li> <li>• sorting and distributing incoming correspondence and files;</li> <li>• typing letters, memos and other documents as required;</li> <li>• opening, amending and closing vendors and customer CRM records;</li> <li>• entering customer contact in CTMS;</li> <li>• accessing and clearing the Personal Estates generic email inboxes daily;</li> <li>• lodging documents and paying accounts at external agencies and organisations;</li> <li>• opening new customer records and preparing appropriate standard letters for New Estates;</li> <li>• liaise with external organisations as directed by the Personal Estates Officer (i.e. SAAS);</li> <li>• maintaining stationary stores.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Adheres to Public Trustee Customer Service Standard 'TICK'.</li> <li>• Abides by Public Trustee policies, standards and procedures.</li> <li>• Successful management of competing demands.</li> <li>• Work is completed within agreed timeframes.</li> <li>• Accuracy of data and correspondence is maintained.</li> <li>• Quality written and verbal communication.</li> <li>• Confidentiality is maintained.</li> <li>• Feedback from internal and external customers is positive.</li> </ul>



<b>Customer Services</b>	<ul style="list-style-type: none"> <li>• Providing high quality information and reception services to Personal Estates customers.</li> <li>• Referring queries to the customer's assigned Personal Estates Officer</li> <li>• Relay information to customers as directed by the customers Personal Estates Officer.</li> </ul>	<ul style="list-style-type: none"> <li>• Appropriate and prompt referring of complex queries.</li> <li>• Work is completed within agreed timeframes.</li> <li>• Accurate and relevant information is provided to customers.</li> <li>• Quality of advice meets expectations.</li> <li>• Prompt resolution of basic queries.</li> </ul>
<b>Compliance</b>	<ul style="list-style-type: none"> <li>• Responsible and accountable for adhering to the requirements of the WHS Act 2012; relevant WHS Regulations 2012; the Equal Opportunity Act 1984; the PS Act 2009; the Code of Ethics for Public Sector employees; the principles of diversity; and the Department's policies and procedures;</li> <li>• Keep accurate and complete records of business activities in accordance with the State Records Act 1997.</li> </ul>	<ul style="list-style-type: none"> <li>• Active participation and contribution in responsible and safe work practices.</li> <li>• Abides by the Acts, Regulations, Policies and Procedures relevant to employees of the Department;</li> <li>• Documents and correspondence filed according to States Records Act, 1997.</li> </ul>

## Technical Expertise

### Qualifications, Skills, Knowledge and Experience relevant to the role

<b>Technical Expertise (Essential)</b>	<ul style="list-style-type: none"> <li>• Ability to cope with a high volume of work and prioritise work to meet task deadlines.</li> <li>• Ability to work independently with limited supervision and be meticulous, accurate and thorough.</li> <li>• Ability to communicate effectively both verbally and in writing.</li> <li>• Ability to deal with challenging situations.</li> <li>• Ability and commitment to work effectively both independently and as part of a team.</li> <li>• A demonstrated ability to deliver an effective service to customers, and a commitment to service excellence.</li> <li>• Previous experience in the use of the Microsoft suite of applications especially Word and Excel.</li> </ul>
<b>Technical Expertise (Desirable)</b>	<ul style="list-style-type: none"> <li>• Experience delivering a service to people with disabilities.</li> <li>• Knowledge of the structure and functions of the Attorney-General's Department and in particular the Public Trustee.</li> </ul>

## Behavioural Capabilities

Descriptors below detail the behavioural capabilities required for performance in the Administrative Services Officer role. KEY behaviours for this role are listed with the critical behaviours highlighted in **bold**. These behaviours have been drawn from a larger number of relevant behaviours in AGD's Performance Matrix. This broader group of behaviours are applicable to your ongoing success in the role.

Category and level	Behaviours
<b>Strategic Focus Foundational</b>	<ul style="list-style-type: none"> <li>Knows how own work contributes to goals and plans</li> <li>Recognises how own work impacts on others</li> <li><b>Identifies risks within own work practices</b></li> <li>Is flexible to changing priorities</li> </ul>
<b>Results Orientation Foundational</b>	<ul style="list-style-type: none"> <li><b>Clarifies expectations and instructions from manager/supervisor and seeks assistance as required</b></li> <li>Ensures progress is communicated with manager/supervisor</li> <li>Follows due process to achieve outcomes</li> <li>Pays attention to detail to ensure quality results</li> </ul>
<b>Service Delivery Excellence Operational</b>	<ul style="list-style-type: none"> <li><b>Contributes to a culture of financial responsibility, accountability and awareness</b></li> <li>Identifies and delivers high quality internal and external customer service</li> <li>Translates performance requirements into achievable outcomes</li> <li>Effectively manages their own performance, managing (or influencing) the wider team performance</li> </ul>
<b>Relationship Management Foundational</b>	<ul style="list-style-type: none"> <li><b>Seeks ways to resolve conflict and escalates where necessary</b></li> <li>Actively seeks relevant information and views from others</li> <li>Shares information and knowledge seeking approval where necessary</li> <li>Works cooperatively with others to achieve work outcomes</li> </ul>
<b>Professional approach and drive Foundational</b>	<ul style="list-style-type: none"> <li><b>Contributes to a culture of respect and high ethical standards</b></li> <li>Identifies risks and takes appropriate action</li> <li>Maintains strict confidentiality of information</li> <li>Accepts change constructively</li> </ul>

Acknowledged by  
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manager

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