

# Job and Person Specification

**Title of Role:** Personal Estates Officer

**Remuneration Level:** ASO3

**Business Unit:** Public Trustee

**Type of Appointment:** Term

**Division:** Customer Service

**Position Number:**

## Job and Person Specification Approval

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DELEGATE

## Primary Purpose

- Provide a personal administrative service to individual customers for protected, award and power of attorney estates under the incumbent's control. Ensure acceptable rates of return on estate investments by regular investment strategy review and arranging for the sale and/or purchase of investments. Ensure that customer's needs are satisfied within the provisions of relevant Acts, Regulations and office procedures.
- Provide a check of critical estate management processes for all Personal Estate files on an annual basis; to ensure the accuracy, integrity and reliability of financial records including verification of financial statements plus fees and charges.

## Reporting Relationships

- The Personal Estates Officer reports to a Team Leader (AS06) within the Personal Estates Branch.

## Key Relationships/Interactions

- The Personal Estates Officer will maintain good working relationships with the customer and any person involved with the customers wellbeing, including Liaison persons, Aged Care Providers, Guardians.

## Key Challenges

- The Personal Estates Officer will ensure they provide excellent customer service in accordance with the service standards of Public Trustee
- To ensure all aspects associated with estate administration are carried out in a professional and efficient manner.

## Special Conditions

- May be required to undertake alternative duties at the same classification level within the Public Trustee to meet operational needs.
- Employees may be required to undertake duties exclusively in any one of the following capacities:
  - Involved with the general administration of personal estates;



- Involved with the setting up of new estates; or
  - Involved with relieving the duties of other officers.
- Some out of hours work may be required
- Employees will provide the highest standards of customer service to customers at all levels by modelling service excellence that meets the needs of customers and enhances the corporate profile of the organisation.
- 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 clearance that the AGD finds satisfactory.



## 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 Personal Estates Officer is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
<b>Maintenance Function</b>	<ul style="list-style-type: none"> <li>• Ensure the effective planning, organisation and administration of estates by:</li> <li>• Interviewing and liaising with customers and/or customer representatives to obtain information and developing close working relationships with other service providers of these customers;</li> <li>• Negotiating agreement by customers and/or customer representatives to the administration process, communication strategy and budget that meets the customer's needs;</li> <li>• Developing, implementing and maintaining an effective Case Management Plan/Administration Plan for each customer;</li> <li>• Identifying, recording, securing and collecting of all realisable assets belonging to customers and, where appropriate, insuring all non-realisable assets belonging to customers including real estate;</li> <li>• Identifying, recording and arranging for payment of customers' debts and accounts;</li> <li>• Providing accurate and timely taxation information in relation to each customer to the Taxation Services Branch;</li> <li>• Prompt identification and timely referral of matters requiring legal opinion or legal action to Public Trustee's legal representatives;</li> <li>• Preparing accurate financial statements for reporting to and attending the Guardianship Board and other Court hearings as required;</li> <li>• Preparing estate files for transfer to Personal Estates Officers for on-going administration including the preparation of first statements;</li> <li>• Ensuring that each customer receives their full Centrelink entitlements; and</li> <li>• Assisting in the resolution of family conflict of vulnerable customers exposed to family influences in managing their finances.</li> </ul>	<ul style="list-style-type: none"> <li>• Customer communication is conducted in accordance with the relevant standards, procedures and TICK values.</li> <li>• Complying with relevant Acts, Regulations and Public Trustee delegations, policies, standards and procedures</li> <li>• Successful management of competing demands.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure the effective management of estate assets by: <ul style="list-style-type: none"> <li>• Arranging for the sale or purchase of motor vehicles and specialist equipment;</li> <li>• Arranging for the purchase of furniture at an appropriate price;</li> <li>• Arranging the renting or leasing of properties, and instructing and advising agents on rental conditions and prices and property maintenance; and</li> <li>• Arranging and maintaining insurance cover.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Ensure adherence to the Procurement standards</li> </ul>
	<ul style="list-style-type: none"> <li>• Ensure that an acceptable rate of return is achieved on estate investments by: <ul style="list-style-type: none"> <li>• Identifying the customer's existing investments and, for Power of Attorney customers with capacity, obtaining written instructions on the management of those investments and the investment of excess cash;</li> <li>• Liaising with customers and Investment Services Branch;</li> <li>• Obtaining relevant information to establish the parameters for an appropriate investment strategy for each customer;</li> <li>• Applying Public Trustee's investment planning model in implementing an appropriate investment strategy for each customer;</li> <li>• Exercising delegated authorities or, where appropriate, obtaining approval from the relevant delegate for a proposed investment strategy for each customer;</li> <li>• Arranging for the sale or purchase of investments for customers; and</li> <li>• Contribute to the smooth operation of the office by exercising delegated authority from the Public Trustee.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Ensure a CIT model is actioned for each estate on an annual basis in accordance with standards and procedures.</li> <li>• Complying with relevant Acts, Regulations and Public Trustee delegations, policies, standards and procedures</li> </ul>
<b>Checking Function</b>	<ul style="list-style-type: none"> <li>• Responsible for the completion of the following documentation : <ul style="list-style-type: none"> <li>• Standardised annual statement checklist;</li> <li>• Fees and charges checksheet; and</li> <li>• Maintaining a data base of the files checked.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• All estates to be reviewed on an annual basis.</li> <li>• Complying with relevant Acts, Regulations and Public Trustee delegations, policies, standards and procedures</li> </ul>

	<ul style="list-style-type: none"> <li>• Check for the completion by Personal Estates Officers the following estate management critical processes: <ul style="list-style-type: none"> <li>• Fulfilment of statutory reporting to both customers, liaison persons and the Guardianship Board;</li> <li>• Public Trustee fees, charges and commissions taken correctly;</li> <li>• Cash Transaction listing reviewed and adjusted;</li> <li>• Statutory Investment portfolio reviews of managed funds undertaken;</li> <li>• Asset and Liability values reviewed and adjusted;</li> <li>• Entitlements to pension and other income entitlements reviewed;</li> <li>• Utility concessions eligibility reviewed;</li> <li>• Adequacy of personal allowance/maintenance reviewed;</li> <li>• Budget reviews undertaken as required;</li> <li>• Accommodation and like fees ratified and correct;</li> <li>• Personal information data correctly indicated on computer data base;</li> <li>• Content of security records verified;</li> <li>• Real Estate check sheet is completed and up to date;</li> <li>• Real Estate inspection records verified;</li> <li>• Diary records reviewed and anniversary dates verified;</li> <li>• Insurance records correct and ensure premiums paid – this refers to house/contents/motor vehicle (incl. registration), private health insurance and SA Ambulance subscription;</li> <li>• Will record checked and verified;</li> <li>• Check funds are not unnecessarily overdrawn;</li> <li>• Record open on the Legal List where applicable;</li> <li>• Compliance with relevant Acts, Regulations and Public Trustee policies, standards, procedures; and delegations; and</li> <li>• Identify issues in respect of the administration of estates where non – compliance indicates that remedial action is required.</li> </ul> </li> </ul>	
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<p><b>Estate Accounting Support</b></p>	<ul style="list-style-type: none"> <li>• Contribute to the timely completion of the administration of less complex estates within service standards in accordance with Office policies and procedures at the death of the customer or revocation of Public Trustee's appointment as administrator, manager or attorney, including;</li> <li>• Where appropriate, distributing the funds held in trust of estates of deceased customers in accordance with the customer's will or relevant legislation including the proper identification of kin;</li> <li>• Distributing estate assets under administration by the Public Trustee to customers upon revocation of Public Trustee's appointment;</li> <li>• Redeeming investment in Standard Investment Strategies;</li> <li>• Preparing financial statements;</li> <li>• Maintaining the customer database associated with the Estate Accounting function; and</li> <li>• Managing the exemption reports applicable to the Estate Accounting function.</li> </ul>	<ul style="list-style-type: none"> <li>• Adherence to the Estate Accounting procedures for finalisation of estates.</li> </ul>
<p><b>Personal Estates Branch Support</b></p>	<ul style="list-style-type: none"> <li>• Provide an administrative support service to staff within Personal Estates Branch, including relieving the Personal Estates Officers;</li> <li>• Contribute to the preparation of reports and correspondence where assistance is sought from the Branch Manager or Team Leaders;</li> <li>• Contribute to the enhancement of the competency of junior staff by assisting Team Leaders with on the job training and advising on safe and efficient work practices;</li> <li>• Contribute in obtaining new business for the office by providing advice on suitable occasions on the range of products and services available; and</li> <li>• Contribute to the smooth operation of the office by exercising delegated authority from the Public Trustee.</li> </ul>	<ul style="list-style-type: none"> <li>• Being flexible and adaptive to meet organisational needs.</li> <li>• Ensure Public Trustee standards and procedures are adhered to.</li> <li>• Ensure accuracy of data and information.</li> <li>• Knowledge and information sharing of PT work practices.</li> </ul>
<p><b>Compliance</b></p>	<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>• Proven ability to determine priorities, cope with high volumes of work, plan and organise workloads, set targets, meet deadlines and achieve high standard results.</li> <li>• Ability to verbally communicate by using effective negotiation skills, with well-reasoned language, delivered in a confident and persuasive manner.</li> <li>• Proven ability to exercise sound judgement and manage conflict situations with tact, discretion and empathy in the negotiation of successful outcomes.</li> <li>• Ability to work in a team, provide support and effectively transfer knowledge to co-workers at all levels.</li> <li>• Ability to work independently with minimal supervision and be meticulous, accurate and thorough.</li> <li>• High level of competence with numerical calculations and preparation of financial statements.</li> <li>• Proven ability to write well-structured letters and reports utilising word-processing and other office support software packages.</li> <li>• A commitment to the principles of Service Excellence.</li> <li>• Experience in either the administration of case work or financial accounting and reporting.</li> <li>• Experience with either the management of financial, property and business assets or the accounting for financial, property and business assets.</li> <li>• Experience in interviewing people to gain information and provide advice with customers, carers and/or support agency personnel.</li> <li>• Some exposure to a computerised accounting system.</li> <li>• Experience in working within a legislative framework directly applicable to the area of work.</li> <li>• Knowledge of the range of products and services offered by the Public Trustee Office.</li> <li>• Knowledge of Centrelink and other health/welfare support agencies.</li> <li>• Knowledge of market conditions and economic factors which affect Public Trustee's operations.</li> <li>• Knowledge of the principles and practice of WHS, Equal Opportunity, the PS Act 2009, employee conduct standards and diversity appropriate to the requirements of the role.</li> </ul>
<b>Technical Expertise (Desirable)</b>	<ul style="list-style-type: none"> <li>• Knowledge of the legislation relevant to the Public Trustee Office.</li> <li>• Knowledge of issues relating to ageing and mental health.</li> <li>• Appropriate post-secondary qualifications.</li> </ul>

## Behavioural Capabilities

Descriptors below detail the behavioural capabilities required for performance in the Personal Estates Officer. 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>	<b>Recognises how own work impacts on others</b> Knows how own work contributes to goals and plans Is flexible to changing priorities Contributes to business planning
<b>Results Orientation (Operational)</b>	<b>Prioritises workload effectively and negotiates deadlines where appropriate</b> Critically evaluates issues and ensures solutions are practical and achievable Measures performance and acts on opportunities for continuous improvement Takes responsibility for the delivery of quality and timely results
<b>Service Delivery Excellence (Operational)</b>	<b>Contributes to a culture of financial responsibility, accountability and awareness</b> Identifies and delivers high quality internal and external customer service Translates performance requirements into achievable outcomes Effectively manages their own performance, managing (or influencing) the wider team performance
<b>Relationship Management (Foundational)</b>	<b>Seeks ways to resolve conflict and escalates when appropriate</b> Actively seeks relevant information and views from others Shares information and knowledge seeking approval where necessary Is aware of the situation and audience in work environment
<b>Professional approach and drive (Foundational)</b>	<b>Identifies risks and takes appropriate action</b> Contributes to a culture of respect and high ethical standards Accepts change constructively Pro-actively seeks to develop skills and knowledge

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occupant

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