

Job and Person Specification

Title of Role: Personal Estates Officer

Remuneration Level: ASO4

Business Unit: Public Trustee

Type of Appointment: Term

Division: Customer Services

Position Number: PT0329

Job and Person Specification Approval

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DELEGATE

Primary Purpose

Provide a personal administrative service to individual clients for protected, award and power of attorney estates under the incumbent's control, including the provision of advice and liaison on real estate sales. 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 client'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.

Ensure the timely completion of the administration of estates at death of the client or revocation of Public Trustee's appointment as administrator, manager or attorney.

Reporting Relationships

- The Personal Estates Officer reports to one of four Team Leaders (AS06) within the Personal Estates branch.

Key Relationships/Interactions

- Government Offices including the Guardianship Board, Department for Communities and Social Inclusion, Office of the Public Advocate and other agencies.
- Local, interstate and overseas businesses, asset holders and financial institutions.
- Local, interstate and overseas legal service providers including the Crown Solicitor.

Key Challenges

- Managing a high volume case load within agreed timeframes.
- Communicating and consulting regularly with clients and stakeholders.
- Dealing with conflict situations and with challenging customers.
- Working within a legislative framework.



Special Conditions

- Employees may be required to work in any branch of the Customer Service Delivery Division.
- 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.
- 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.
- 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
Maintenance Function	<ul style="list-style-type: none"> • Ensure the effective organisation, planning and administration of personal estates by:- <ul style="list-style-type: none"> • Providing a high standard of customer service. • Making decisions on behalf of customers in accordance with delegations. • Advising and negotiating with customers or their representatives on the administration process and plans and developing communication and risk strategies to meet their circumstances.; • Consulting and advising customers and their representatives on estate and trustee issues, relevant Acts and Public Trustee processes and procedures. • Developing close working relationships with other service providers (eg State and Federal Agencies, Health and Welfare providers, professionals, accountants, solicitors, real estate agents). • Reviewing financial statements and reports for accuracy. 	<ul style="list-style-type: none"> • Meeting customer expectations to minimise complaints. • Working within delegated responsibility of payments and decisions. • Responding to client interaction within Public Trustee Service Standards. • Budgeting in place for each customer to meet their needs. • Appropriate verification of accounts leading to correct payments. • Monitoring of customer compliments and complaints database. • Reviewing results of customer satisfaction survey.

	<ul style="list-style-type: none"> • Prudently managing financial matters and assets, (eg budgets, investments and assets, particularly Real Estate, furniture and effects). • Verifying tax liabilities and ensuring all obligations are met. • Reporting to and attending to the Guardianship Board and other court hearings as required. • Managing conflict and issues arising from estate administration. • Conducting preliminary investigations into possible legal issues and where necessary referring to the Crown Solicitor for attention. Assist with the management of legal issues. • Verifying and assessing the adequacy of payments to carers. • Providing timely and accurate advice to meet services standards. • Preparing written reports in respect of estate matters and complaints. • Resolving client issues including challenging customer behaviours and family circumstances, financial and legal matters. • Completing reviews (annual and otherwise) of customer files for risk management and audit purposes. 	<ul style="list-style-type: none"> • Timely completion of issues identified through the annual checking process. • Monitoring of Negative balances to ensure customer funds remain in credit. • Monitoring of closed accounts with balances.
	<ul style="list-style-type: none"> • Ensure that a realistic sale price is achieved for estate assets, by arranging sales of residential, commercial and rural properties, businesses and partnerships, inspecting properties prior to sale and liaising with agents regarding valuations, sale conditions, checking contracts and conditions of sale, liaising with the delegate on the reserve price, attending the auction if applicable and following up on unsold properties and businesses. 	<ul style="list-style-type: none"> • Sale of customer's properties in acceptable time frames. • Successful sales of properties at or above the valuation figure.
	<ul style="list-style-type: none"> • Ensure the effective management of estate assets by:- <ul style="list-style-type: none"> • Arranging for the sale or purchase of motor vehicles and specialist equipment. • Arranging for the purchase of residential properties or furniture at an appropriate price. • Arranging the renting or leasing of properties, and instructing and advising agents on rental conditions and prices and property maintenance. • Arranging and maintaining insurance cover. 	<ul style="list-style-type: none"> • Sale or purchase of estate assets actioned in a timely manner. • Sale of high value items at or above reserve figure. • Purchase of items as close as possible to value of item. • Ensuring Insurance is current for all insurable assets.

	<ul style="list-style-type: none"> • Ensure that an acceptable rate of return is achieved on estate investments by: <ul style="list-style-type: none"> • Identifying the client's existing investments and, for Power of Attorney clients with capacity, obtaining written instructions on the management of those investments and the investment of excess cash. • Liaising with clients and Investment Services Branch. • Obtaining relevant information to establish the parameters for an appropriate investment strategy for each client. • Applying Public Trustee's Customer investment Tool in implementing an appropriate investment strategy for each client. • Exercising delegated authorities or, where appropriate, obtaining approval from the relevant delegate for a proposed investment strategy for each client. • Arranging for the sale or purchase of investments for clients. 	<ul style="list-style-type: none"> • Running of investment models to suit the customer's needs and within Public Trustee policies. • Approving of investment models within Officers' delegated authority. • Approving of purchase and sale of customers' investments within Officer's delegated authority.
	<ul style="list-style-type: none"> • Contribute to the operational efficiency of estate administration by: <ul style="list-style-type: none"> • Complying with relevant Acts, Regulations and Public Trustee policies, standards and procedures; and • Conducting preliminary investigations into possible legal issues for the attention of the Manager, Legal Services. • Obtaining new business for the Office by providing advice during customer interviews and generally promoting the services available from the Public Trustee. 	<ul style="list-style-type: none"> • Ensuring legal matters and possible investigations are attended to in a timely manner and within any legislated prescribed time periods. • Acting within relevant Acts and Public Trustee policies, standards and procedures.

<p>Finalisation Function</p>	<ul style="list-style-type: none"> • Ensure the timely completion of the administration of estates within agreed timeframes and in accordance with Office policies and procedures at the death of the client or revocation of Public Trustee's appointment as administrator, manager or attorney by:- <ul style="list-style-type: none"> • Liaising with beneficiaries, clients, client's representatives and legal personal representatives of deceased client's estates. • Where appropriate, distributing the estates of deceased clients in accordance with the client's will or relevant legislation including the proper identification of kin. • Distributing estate assets under administration by the Public Trustee to clients upon revocation of Public Trustee's appointment. • Redeeming investment in Standard Investment Strategies. • Ensuring client's taxation assessments are paid and funds retained to meet outstanding taxation liabilities for income tax, withholding tax or non-resident income tax. • Preparing financial statements for beneficiaries, other executors, clients or client's representatives. • Reviewing the validity and financial accuracy of statements prepared by other officers. • Providing accurate information to Taxation Services to enable the timely preparation of taxation returns. 	<ul style="list-style-type: none"> • Ensuring revoked customers affairs are finalised within 30 days. • Monitoring of closed accounts to ensuring nil balances. • Timely progression and finalisation of deceased Personal Estates. • Funds distributed pursuant to appropriate delegation and authority.
	<ul style="list-style-type: none"> • Responsible for managing the timely transfer of estates from mainstream administration to finalisation by:- <ul style="list-style-type: none"> • Monitoring of completion advices to facilitate prompt file delivery. • Liaising with Personal Estates Officers and Team Leaders to ensure compliance with relevant Office practices, policies and procedures. • Liaising with the Estate Services Branch for the provision of Estate information to assist in making application for Grants of Administration. 	<ul style="list-style-type: none"> •

Office and Project Support	<ul style="list-style-type: none"> • Contribute to the smooth operation of the office by exercising delegated authority from the Public Trustee. • Contribute to the operational efficiency of estate administration by complying with relevant acts, regulations and departmental procedures. • Contribute in obtaining new business for the office by providing advice on suitable occasions on the range of client products and services available. 	<ul style="list-style-type: none"> • Thorough understanding of delegated authority and relevant legislation. • Monitoring of new business created by Officers within the branch.
Compliance	<ul style="list-style-type: none"> • 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; • Keep accurate and complete records of business activities in accordance with the State Records Act 1997. 	<ul style="list-style-type: none"> • Active participation and contribution in responsible and safe work practices. • Abides by the Acts, Regulations, Policies and Procedures relevant to employees of the Department; • Documents and correspondence filed according to States Records Act, 1997

Technical Expertise

Qualifications, Skills, Knowledge and Experience relevant to the role

Technical Expertise (Essential)	<ul style="list-style-type: none"> • Proven ability to determine priorities, cope with high volumes of work, plan and organise workloads, set targets, meet deadlines, and achieve high standard results. • Ability to verbally communicate by using effective negotiation skills, with well-reasoned language, delivered in a confident and persuasive manner. • Proven ability to manage conflict situations with tact and discretion and to negotiate successful outcomes. • Proven ability to act with tact, sound judgement, discretion and empathy when dealing with all persons associated with an estate. • Ability to work independently with minimal supervision and be meticulous, accurate and thorough. • Ability to exercise sound judgement in the administration of estates and trusts. • High level of competence with numerical calculations and preparation of financial statements. • Ability to use word processing and other office support software packages. • Proven ability to write well-structured letters and reports. • A commitment to the principles of Service Excellence. • Experience in either the administration of case work or financial accounting and reporting. • Experience with either: the management of complex financial, property and business assets or the accounting for complex financial, property and business assets. • Experience in interviewing people to gain information and provide advice to clients, carers and/or support agency personnel. • Some exposure to a computerised accounting system. • Experience in working within a legislative framework directly applicable to the area of work. • Knowledge of the range of products and services offered by the Public Trustee Office. • Knowledge of Centrelink and other health/welfare support agencies. • Knowledge of market conditions and economic factors which affect Public Trustee's operations. • Knowledge of the principles and practice of WHS, Equal Opportunity, the PS Act Employee conduct standards and diversity appropriate to the requirements of the position.
Technical Expertise (Desirable)	<ul style="list-style-type: none"> • Ability to work in a team, provide support and effectively transfer knowledge to co-workers at all levels. • Knowledge of the legislation relevant to the Public Trustee Office. • Knowledge of issues relating to aging and mental health. • Appropriate post-secondary qualifications.

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
Strategic Focus (Operational)	<ul style="list-style-type: none"> • Identifies and manages risk as appropriate and escalates as necessary • Is sensitive to political drivers influencing priorities and decisions • Adapts quickly to changing and emerging priorities
Results Orientation (Operational)	<ul style="list-style-type: none"> • Prioritises workload effectively and negotiates deadlines where appropriate • Monitors progress towards achieving outcomes • Takes responsibility for the delivery of quality and timely results
Service Delivery Excellence (Operational)	<ul style="list-style-type: none"> • Identifies and delivers high quality internal and external customer service • Contributes to a culture of financial responsibility, accountability and awareness • Effectively manages their own performance, managing(or influencing) the wider team performance
Relationship Management (Operational)	<ul style="list-style-type: none"> • Effectively manages conflict and escalates when appropriate • Shares information and knowledge as appropriate • Actively listens and communicates clearly
Professional approach and drive (Operational)	<ul style="list-style-type: none"> • Maintains professionalism and confidentiality when dealing with sensitive issues • Promotes a culture of respect and high ethical standards • Is aware of risks and makes decisions accordingly • Remains positive and recovers quickly from setbacks

Acknowledged by
occupant

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(Print name)

(Signature)

Acknowledged by line
manager

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(Print name)

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