

Statement of Duties

TITLE:	Administrative Officer
POSITION NUMBER:	850150
DIVISION / BUSINESS UNIT:	Business Services Unit
LOCATION:	Hobart
AWARD/CLASSIFICATION:	Tasmanian State Service Award, General Stream Band 3

Organisational Context

Public Trustee is a Government Business Enterprise (GBE) whose basic powers and duties are set out in the Public Trustee Act 1930.

Our aim is to provide a safety net to all Tasmanians, always: helping them to protect their legacy through our services of wills, estates, and financial administration.

Core to our purpose is the provision of financial administration services to Represented Persons.

The primary values of the staff, management and Board of Directors are:

- Service - a client service focus achieved by teamwork across the whole organisation
- Respect - personal and professional respect for each other and our clients
- Integrity - open, honest and ethical service delivery.

We provide our services with empathy, dignity, and respect. We have our customers at the centre of everything we do. Sound governance, communication and a responsive and personable culture underpins our work at Public Trustee.

Position Objective

The purpose of the role is to assist the organisation by providing high level administrative and clerical support, ensuring timely and effective management of enquiries, including reception duties.

Reporting Structure

This position is responsible to the BSU Team Leader to achieve set outcomes and work is undertaken with routine supervision. The position is directly responsible for the completion of tasks with choices made based on established guidelines and instructions, written or verbal, and is responsible for maintaining the quality control of outcomes. There is scope for the exercise of independent judgement in the choice of work methods.

Major Functions

1. Responsible to perform a wide range of duties including being the first point of contact for clients and stakeholders, managing telephone, email and other enquiries, mail distribution, receipting deliveries, procurement of office supplies and other front office tasks.
2. Provide complex administrative and clerical support for the organisation, in particular the legal department including preparation of documents and correspondence compiling, vetting and lodgement of legal documents, witnessing legal documents, data input, detailed record-keeping, opening and closing of files, archiving of records, and maintenance of databases.
3. Provide prompt and accurate support across a range of diverse tasks in accordance with procedures. These areas may include, but are not limited to: booking, and collating relevant information for legal appointments, raising customer invoices, obtaining and collating information for the Daily Deaths processes, advertising, and assisting with training of less experienced staff.
4. Perform any other duties as requested by departments at the classification level that are within the employee's competency and training.

Knowledge and Skills (Selection Criteria)

Candidates should address the selection criteria in the context of the position objectives and the major functions. All applicants will be assessed against these criteria.

1. Extensive understanding and working knowledge of the Trustee Services industry and associated legislation, or an associated legal industry or the ability to acquire that knowledge and understanding, quickly.
2. A high level of personal initiative, including demonstrated organisational skills and the ability to work effectively, individually and as part of a team, in the efficient and timely delivery of professional client services in an environment subject to time pressures and change.
3. The ability to exercise independent judgement in the practices, methods and standards to be applied and the planning and timing required to complete complex, diverse tasks; together with the ability to provide options, recommendations and solutions to satisfy non-standard requirements.
4. Demonstrated high level communication and interpersonal skills, both face to face and over the telephone, combined with the ability to maintain and promote excellent Client services, while building effective relationships, through identifying and understanding client needs, explaining operational procedures, and providing information to clients and staff at all levels, whilst maintaining confidentiality.
5. Demonstrated experience in using current office technology including Microsoft Word, Excel and Outlook, and an ability to adapt to new technology and procedures, specific to the organisation as required.

6. Demonstrated capacity to behave in accordance with the Public Trustee's Values of Service, Respect and Integrity and the associated Behaviours.

Desirable Requirements

- Certificate III or IV in Business Administration or Business (Legal Services) or relevant experience.

The Head of State Service has determined that the person nominated for this vacancy is to satisfy a pre-employment check before taking up the appointment, promotion or transfer. The following checks are to be conducted:

1. Pre-employment checks
 - Arson and fire setting
 - Violent crimes and crimes against the person
 - Sex-related offences
 - Drug and alcohol related offences
 - Crimes involving dishonesty
 - Crimes involving deception
 - Making false declarations
 - Malicious damage and destruction to property
 - Serious traffic offences
 - Crimes against public order or relating to the Administration of Law and Justice
 - Crimes against Executive or the Legislative Power
 - Crimes involving Conspiracy
2. Disciplinary action in previous employment.
3. Identification check.

Selection Process

The Public Trustee promotes equity in employment. It provides workplaces that are free from discrimination and recognises and utilises the diversity of the community it serves. In doing this, the Public Trustee acknowledges the individual differences that can contribute to the capacity of a person to perform the inherent requirements of the duties.

Employment decisions are based on merit. On that basis:

- an assessment is made of the relative suitability of the candidates for the duties,
- the assessment is based on the relationship between the candidates' work related qualities and the work related qualities genuinely required for the performance of the duties. Work related qualities might include: skills and abilities; qualifications; training and competencies; standard of work performance; capacity to produce required outcomes; relevant personal qualities and demonstrated potential for future development,
- the assessment focuses on the relative capacity of the candidates to achieve outcomes related to the duties, and
- the assessment is the primary consideration in making the decision.

Shortlisted applicants may be required to undergo a psychometric assessment.

Working Environment

The expected behaviours and performance of the Public Trustee employees and managers are governed by the *State Service Act 2000* through the State Service Principles and Code of Conduct. These can be located at www.dpac.tas.gov.au/divisions/ssmo.

The Public Trustee is committed to high standards of performance in relation to the provision of equal employment opportunity. All employees are expected to promote and uphold the principles of fair and equitable access to employment/promotion, personal development and training and the elimination of discrimination and harassment from the workplace.

In accordance with the *Work Health and Safety Act 2012* (the Act) all employees, whilst at work, are expected to participate in maintaining safe working conditions and practices, and take reasonable care for their own health and safety, ensuring their actions do not adversely affect the health and safety of others. All employees are expected to comply with any reasonable instructions given by the Public Trustee to ensure compliance with the Act; and cooperate with Public Trustee Workplace Health and Safety Policies, Procedures and Guidelines

The occupant of this position is expected to contribute to the Public Trustee's duty of care to comply with the Act by ensuring members of their team(s) adhere to the responsibilities and expectations outlined above; and to be proactive in identifying and managing hazards in the workplace.

The occupant of this position may be required to operate screen-based equipment for more than 25% of the time.

The position is located in a smoke free, office based working environment.

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Values and Behaviours

SERVICE - a client service focus achieved by team work across the whole organisation

We will take the time to listen to clients and understand their needs.
We will deliver our services to our clients in a timely, accurate and caring manner.
We will be approachable and accessible to our clients and proactively keep them informed.
We will address clients' concerns and ensure that identified issues are resolved.
We will accept responsibility for following through on commitments given to clients.
We will take responsibility for making prompt and effective decisions.
We will help each other out by sharing knowledge and resources.
We will work with each other to continuously review the way things are done and seek better ways of doing things.
We will present ourselves in a professional manner.
We will work together cooperatively to achieve the goal of excellent client service.

RESPECT - personal and professional respect for each other and our clients

We will treat everyone in a courteous, professional manner.
We will respect confidentiality at all times.
We will show empathy and consideration in our dealings with others.
We will value diversity and respect difference.
We will demonstrate good practice in people management.
We will consult with people about matters that affect them directly.
We will treat others the way we would like to be treated ourselves.

INTEGRITY - open, honest and ethical service delivery

We will be honest and impartial in all our dealings.
We will operate in an open and transparent manner.
We will be receptive to the suggestions and contributions of others.
We will make decisions in a fair and balanced manner.
We will interact with everyone in a way that builds trust.
We will be personally accountable for our actions.
We will consistently keep our commitments and maintain confidentiality.