



Role Statement

Role title	Superannuation Administrator	Classification	ASO3
Branch	Super SA	Type of Appointment	Temporary
Section	Operations	Position Number	
Approved by	Chief Executive, Super SA	Date	March 2025

Department of Treasury and Finance

The Department of Treasury and Finance is the lead agency for economic, digital and financial policy outcomes.

We play a vital role in providing financial services to the community and economic and fiscal policy advice as well as digital services to the Government of South Australia.

The Department of Treasury and Finance actively promotes flexible working arrangements and values diversity in the workplace.

Our Purpose

We are *the Government's trusted fiscal, economic, digital and policy advisor*.
We work to ensure *South Australia is a thriving, prosperous State now and in the future*.

Who we are



Talented, Clear Eyed and Curious

We are analytical, evidence based, innovative and creative.



High Performing

We are known for achieving successful and timely outcomes.



Trusted Partner

We work better together. We lead, partner, and collaborate to help solve the big challenges.



Agile

We organise around opportunities critical to our state and are flexible in responding to challenges.



Fulfilled and Fun

We take the work seriously and ourselves less so - we support each other in the pursuit of excellence and make Treasury a great place to work.

What we are known for

A world class Treasury and Finance.
A high performing agency that seizes opportunities, addresses the big challenges, and is a destination employer providing rewarding careers.

Super SA

For over 120 years, Super SA has been helping members secure their financial future. Super SA is a superannuation fund for South Australian government employees and is a branch of the Department of Treasury and Finance.

Super SA is dedicated to championing the financial well-being of South Australians and is passionate about helping members to live their best life in retirement. Super SA's long-term success is largely due to the talent and expertise of staff who strive to create an environment that is supportive, safe and secure. The work culture is positive and inclusive, making it a rewarding and enjoyable place to work.

What this role is responsible for

- Establishing new member accounts.
 - Accurately administering employer contributions across multiple schemes.
 - Accurately administering member contributions and rollovers.
 - Working autonomously to load member and scheme-based data and ensuring validation errors are corrected.
 - Administering investment switches.
 - Ensuring that members Superannuation accounts are both accurate and up to date for the various schemes.
 - Accurately calculating and paying benefits to members exiting the Triple S, Income Stream or Flexible Rollover Product.
 - Proactively resolving issues, either in writing or by telephone, regarding existing accounts with both agency staff, and members in a professional and courteous manner.
 - Maintaining the compliance of the various superannuation schemes against statutory legislation.
 - Ensuring the accurate delivery of customer service standards and response times.
 - Developing rapport with members to provide a personal service.
 - Liaising with a variety of stakeholders, including other government agencies, private industries and the public.
 - Developing high quality solutions and accurate outcomes for customers in a timely manner to build positive customer relationships.
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Who this role reports to

The Superannuation Administrator reports to the Team Leader, Member Operations.

Key Relationships/Stakeholders

- The Superannuation Administrator has extensive contact with internal and external customers.
 - Collaboration with all Super SA teams and other agencies is essential to achieve business outcomes.
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Special Conditions

- Applicants will be required to undergo the appropriate and relevant employment screening assessment(s) required for this role in line with the department's Employment Screening Policy.
- This role requires:
 - National Police Check
 - General Employment Probity Check
 - Working with Children Check
 - Security Clearance (including Baseline, Negative Vetting Level 1 or Level 2, Positive Vetting)
 - Other:
- Some out of hour's work may be required. Intrastate and interstate travel may be required.
- The incumbent will be required to participate in the Departmental Performance Management Program.
- The incumbent may be required to be assigned to other positions at the same remuneration level across the department.

Essential Expertise

- High level of attention to detail with exceptional interpersonal skills verbally, in writing and face to face.
- Ability to handle difficult situations in a calm, positive and objective manner.
- Ability to identify innovative solutions and implement continuous improvement opportunities, with a willingness to embrace new methods and adapt to change.
- Analytical and problem-solving skills and the ability to develop and implement solutions.
- Ability to work on multiple tasks and to prioritise those tasks to meet deadlines in a fast-paced environment.
- Ability to deal with sensitive issues with tact and diplomacy and maintain complete confidentiality.
- Dedication and commitment to the principles of a customer service of excellence.
- Demonstrated experience in the application of the relevant legislation, policies and procedures, including Code of Ethics, EEO and cultural inclusion.
- An understanding of the legislative requirements of the *Work Health and Safety Act 2012*.
- An understanding of and ability to work to the spirit and principles of AS ISO 31000:2018 Risk management – Guidelines.

Desirable Expertise

- RG146 (Superannuation Industry) compliant.
- Experience in the superannuation or financial services industry
- Ability to understand how to calculate superannuation benefit payments.
- Ability to understand how to calculate the ETP components of a superannuation benefit, and taxation payable.
- Well-developed skills in use of spreadsheets and database applications with the ability to grasp new processes and systems quickly.