



Role Statement

Role title	Dispute Resolution & Corporate Support Officer	Classification	ASO4
Branch	Super SA	Type of Appointment	Ongoing
Section	Policy, Risk and Governance	Position Number	TBA
Approved by	Chief Executive	Date	

Department of Treasury and Finance

The Department of Treasury and Finance is the lead agency for economic, social and financial policy outcomes. We play a vital role in providing financial services to the community and economic and fiscal policy advice 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 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.



Fulfilment 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.

Policy, Risk and Governance Directorate

Using strong governance principles, the Policy, Risk and Governance directorate is responsible for leadership and advice in the areas of legislation, policy, dispute resolution, risk management, compliance, corporate services and governance practices across Super SA. The Directorate also provides board and committee services.

This includes supporting members with their complaints, appeals and requests for information through our South Australian-based member centre, and also supports the business by managing core administrative functions like WHS, onboarding, security, and internal records, helping Super SA to run smoothly and meet its obligations. The Directorate works closely with the Treasurer's office, Under Treasurer and the respective boards.

What this role is responsible for

This Dispute Resolution and Corporate Support Officer provides administrative support and assistance across both the Dispute Resolution and Board & Corporate Services Teams.

The role contributes to a range of operational functions within Dispute Resolution, including maintaining internal records and registers for complaints, appeals, information requests (including those under the *Freedom of Information Act 1991* (FOI Act)), and ministerial correspondence. The role also assists with the preparation of documents and correspondence in response to complaints, appeals, FOI requests, and South Australian Civil and Administrative Tribunal (SACAT) matters.

The other main function of the role supports the Board and Corporate Services Team in delivering administrative support within a centralised model, including workplace health and safety actions and administrative human resource processes, including reconciling leave and Bonafide reports.

Additional responsibilities include general administrative support across both teams, including document and information handling, reporting assistance, access and security arrangements and routine monitoring tasks. The role also contributes to ad hoc activities as required.

The role works closely with the Policy and Risk teams as well as other areas within Super SA. The main responsibilities of the Dispute Resolution and Corporate Support Officer are below.

- Maintaining internal registers including but not limited to those in respect of complaints, appeals, information requests (including those made under the FOI Act), ministerial correspondence, branch WHS risks and assessments (including first aid) conducted by the introduction of new processes or equipment.
- Managing documents recorded in internal registers using Objective and Bluedoor systems (as appropriate), with minimal supervision and in accordance with established procedures.
- Maintaining records and assisting with the preparation of documents in response to information requests (including those made under the FOI Act and matters before SACAT) to support the meeting of statutory obligations, and liaising with relevant areas of the agency as necessary throughout this process.
- Drafting and issuing formal acknowledgement to members following receipt of complaints, appeals or information requests, in accordance with service level standards.

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- Assisting in investigating and responding to written complaints and other correspondence including matters of a complex and sensitive nature, in accordance with the relevant legislation, Super SA Board policies, procedures and agreed service standards.
- Applying an understanding of legislation relevant to the Super SA schemes to support the preparation of objective and balanced responses to member complaints.
- Liaising with internal business units to support accuracy and consistency of complaint responses and other correspondence.
- Supporting the process for the appointment of Health and Safety representatives, including maintaining associated records.
- Administering security pass processes and maintain the associated register.
- Conducting weekly testing of duress alarms and monitor CCTV equipment as part of routine security protocols.
- Undertaking other ad hoc tasks as required across the Dispute Resolution and Board and Corporate Services teams.
- Contributing to the promotion and implementation of Public Sector Principles and Practices and in particular Equal Opportunity, Work Health and Safety by adhering to the relevant legislation and associated policies.
- Assisting with the onboarding and offboarding of labour hire staff, including administrative tasks related to induction materials and system access.
- Contributing to continuous improvement by identifying opportunities to streamline administrative processes and enhance service delivery.
- Providing backup support to other administrative roles within the division during periods of leave or high workload.

Who this role reports to

This role reports to the Principal Dispute Resolution Advisor and also works under the general direction of the Manager, Board and Corporate Services (or their delegate) in the context of the specific functions assigned to that Team.

The key challenges of this role

- Ability to work effectively in a complex and changing environment while adhering to regulatory requirements, policies and procedures.
- Ability to act in an ethical and confidential manner, with a commitment to professionalism and fair outcomes.
- Build and maintain effective communication and working relationships with a broad range of internal and external stakeholders.
- Ensure compliance with relevant legislation.

Special Conditions

- Some out of hours work may be required.
- Some 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.
- Engagement in this role is subject to a satisfactory Department of Human Services General Employment Probity Check. A renewal will be required every three years.

Essential Expertise

- Experience in providing administrative support in a customer or member-focused environment, including handling sensitive or confidential information.
- Sound written and verbal communication skills, with the ability to prepare clear, accurate, and professional correspondence and documentation.
- Proven ability to manage a varied workload with limited supervision and to determine priorities and meet deadlines.
- Proven ability to present findings in a clear and concise manner both verbally and written.
- Ability to develop and maintain effective working relationships with peers and staff at all levels.
- Ability to anticipate needs, be proactive and respond to changing circumstances and needs.
- Demonstrated analytical and problem-solving skills and ability to develop alternative solutions and strategies.
- Possess high-level verbal and written communication and presentation skills which result in effective and appropriate communication to a broad range of people, including members, beneficiaries, claimants, and legal and medical practitioners.
- Strong attention to detail and a methodical approach to maintaining records, registers, and document management systems (e.g. Objective, Bluedoor).
- Demonstrated ability to exercise initiative, respond to changing priorities, and contribute to team-based outcomes.
- Ability to deal with sensitive and/or political issues and negotiate with tact and diplomacy.
- Ability to undertake research and analysis and report accordingly.
- Experience in dealing with a wide range of organisations, senior officers and executive.
- Experience in working with superannuation administration platforms and records management systems.
- An awareness 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 awareness of and ability to work to the spirit and principles of AS/NZS ISO 31000 Risk Management.

Desirable Expertise

- Knowledge of the role and function of Super SA
- Experience in interpreting and applying legislation, policies and procedures, ideally within a superannuation, regulatory or public sector context.
- RG146 (for the Superannuation Industry) compliance.
- Understanding the requirements of the *Freedom of Information Act 1991*.
- Knowledge of state privacy laws and the Information Privacy Principles (IPP).
- Understanding of the principles of the State Superannuation Acts and Regulations
- Understanding the principles of the Public Sector Management Act and the Workplace Health and Safety Act
- Knowledge and understanding of service excellence and complaints management.