



Role Statement

Role title	Insurance and Payments Officer	Classification	ASO3
Branch	Super SA	Type of Appointment	Backfill
Section	Operations	Position Number	Various
Approved by	Chief Executive, Super SA	Date	June 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 being the most trusted superannuation fund for current and former South Australian public servants. 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

- Participating in the development and implementation of insurance-related systems, guidelines and continuous improvement initiatives.
- Contributing to the processing of insurance underwriting applications in a competent, cost effective and timely manner (where needed), in accordance with the relevant legislation.
- Working collaboratively to develop effective working relationships with colleagues, staff, members, Government Agencies, financial planners, legal and medical practitioners and other external parties to deliver quality and timely communication and services.
- Liaising with professional experts (both internal and external), in writing and verbally, to gather information and investigate issues.
- Ensuring the accurate communication (both internally and externally) of deceased claims and underwriting decisions and insurance related matters, in writing and verbally.
- Assisting in the resolution of complaints, external dispute resolution and litigated matters.
- Maintaining accurate and confidential files and documents within the established record keeping systems to ensure the Office's record systems comply with public sector and statutory requirements.
- Processing and calculating Death, Total and Permanent Disablement and Terminal Illness benefits payments.
- Processing and calculating fortnightly Income Protection payments including Rehabilitation Return to Work payments.
- Actioning insurance policy changes to amend, increase or cancel insurance in accordance with applicable legislation and any approved delegations of authority.
- Ensuring issues are resolved, either in writing or by telephone, with both members, authorised representatives of the member and Government Agency staff in a professional, objective and courteous manner.
- Assisting in the investigation of issues by researching and analysing matters relating to the administration of insurance policies.
- Maintaining compliance with the various superannuation schemes against statutory legislation by ensuring the compliance requirements of the Super SA Office are met and undertaking and participating in training, as required, to maintain compliance with statutory legislation.
- In collaboration with the Team Leader, Insurance contribute on behalf of the specific business unit by:
 - Participating in continuous improvement projects undertaken by the Super SA Office to enable systems and services to better meet business and member requirements.
 - Reviewing processes, reporting, standard letters and communication materials.

Who this role reports to

The Insurance and Payments Officer reports to the Team Leader, Insurance.

Key Relationships/Stakeholders

- The incumbent has contact with internal and external customers and will be required to work collaboratively with all teams within Super SA and staff across other Government Agencies to achieve required business outcomes.
- The incumbent may also need to liaise with external customers, including members, their employers and/or their representatives from time to time.
- This position works within a team environment and may be required to work in alternative teams within Super SA to meet business workflow needs.

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:
 - Nationally Coordinated Criminal History 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

- Ability to interpret and adhere to legislation and regulatory requirements within the life insurance industry.
- Ability to work independently within guidelines, while meeting critical deadlines and utilising excellent attention to detail skills.
- Ability to effectively communicate, influence and negotiate with a diverse range of clients at various levels (both verbal and written).
- Ability to objectively deal with sensitive and contentious matters and maintain confidentiality, tact, sensitivity and empathy when communicating with internal and external customers.
- Demonstrated analytical and problem-solving skills and the ability to develop and implement solutions that meet the needs of internal and external customers and contribute to successful solutions.
- Well-developed skills in the use of spreadsheets and database applications exercising excellent attention to detail.
- Ability to manually calculate superannuation benefit payments.
- High level of self-motivation and initiative which promotes a positive culture.
- Ability to assess complex information and make recommendations on Insurance underwriting applications including assessing, investigating, negotiating and determining entitlements.

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- Experience in calculating and verifying benefit payments.
- Knowledge of, and commitment to, principles of customer service excellence.
- Knowledge and understanding of office administration practices.
- 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

- Strong working knowledge of Bluedoor administration system.
- RG146 (Superannuation Industry) compliant.

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