

Role Statement

Role title	Senior Partnership Engagement Officer (Civil Debt)	Classification	ASO5
Branch	Fines Enforcement and Recovery Unit	Type of Appointment	Temporary
Section	Partnership Enablement & Community Programs	Position Number	P26406
Approved by	Chief Recovery Officer	Date	May 2026

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.

Branch/Section

The Fines Enforcement and Recovery Unit (Fines Unit) is a business unit of the Department of Treasury and Finance (DTF) and is responsible for the effective collection, resolution and enforcement of overdue fines and other debts owed to the state to assist in meeting the overall departmental objectives.

What this role is responsible for

The Partnership Engagement Officer, Civil Debt provides specialist operational and advisory support to management of civil debt recovery partnerships and programs.

The role contributes to the Fines Unit's strategic outcomes by supporting partners with complex initiatives, exercising judgement, and influencing policy, system design and stakeholder behaviour to improve civil debt recovery outcomes across government. Key outcomes and associated activities include:

- Supporting Public Authorities
- Provide operational guidance and advice to public authorities regarding debt lodgement processes, performance trends, compliance risks and opportunities to improve recovery outcomes.
- Work closely with public authority staff to build an understanding of operational requirements and legislative or policy boundaries of their debts.
- Administer regular operational and management reports on the status of debts referred to the Fines Unit to each public authority, reviewing the reports for any anomalies or exceptions before issuing.
- Monitor public authority recovery performance and identify potential improvement opportunities to increase engagement rates or utilise Debt Partners to augment recovery activity.

Compliance

- Provide oversight of Debt Partners undertaking civil debt recovery packages, including complex escalations, high-value write-offs and recommendations relating to irrecoverable or uneconomical debts.
- Undertake analysis and prepare recommendations and supporting documentation for write-off or other resolution actions, for consideration and approval by delegated officers.
- Administer the resolution of debts placed 'on hold' for any reason and ensure the number of client 'holds' are minimised and applied appropriately.
- Maintain accurate records and documentation in line with governance, audit and probity requirements.
- Monitor ongoing compliance of both parties under the MoAA, ensuring schedules, contacts and obligations remain current and effective.

Developing and Maintaining Relationships

- Develop and maintain effective working relationships, , being as a key escalation and negotiation point for public authorities, Debt Partners and internal stakeholders.
- Establish and maintain effective working relationships with stakeholders relevant to civil debt recovery including service partners and external support organisations where appropriate.
- Foster professional relationships across the Fines Unit and support staff through knowledge sharing, coaching and guidance as required.

Continuous Improvement

- Contribute to the development and maintenance of Best Practice Procedures (BPP), system functionality and training material (and delivery as required) to support the Senior Lead, Partnership Enablement and Community Programs with on-boarding new public authorities.
- Determine any system functionality or configuration changes that may be required in the Fines Unit system (RMS) to support the new public authority debt.
- Work closely and cooperatively with Business Enablement to facilitate the lodgement and processing of files, resolution of technical issues and to ensure internal systems are updated and modified as necessary to facilitate each public authority.
- Work collaboratively with the Business Development area to support effective communication strategies and key initiatives, and to drive better relationships and outcomes with all stakeholders of the Fines Unit.

Who this role reports to

- Senior Lead, Partnership Enablement and Community Programs

Key Relationships/Stakeholders

- Staff from public authorities (civil debt stream).
- Staff and management across the Fines Enforcement and Recovery Unit.
- Staff from external debt collection agencies (Debt Partners).

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 (NCCHC)
 - 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 hours 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.
- May be required to work in Adelaide CBD or Port Adelaide according to business needs.
- Will be required to exercise the Chief Recovery Officer's Delegations as outlined in the Schedule of Delegations.
- Will be required to actively participate in all mandatory training requirements.

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- An individual recommended for appointment/employment to a position in DTF will be subject to satisfactory criminal history/record check in accordance with the DTF Pre-Employment Screening (Criminal history/fines record check) Policy and Procedure. Disclosure of any pending charges is also mandatory.
 - Previous criminal conviction or pending charges will not necessarily preclude employment. The criminal history/fines record check must be reviewed periodically during employment with the department.
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Essential Expertise

- Experience in engaging effectively with internal and external stakeholders in a professional manner, identifying areas where client support is required, providing a high level of customer service and addressing situations or concerns with key stakeholders.
- Demonstrated experience providing strategic, authoritative advice within a complex regulatory, compliance or debt recovery environment.
- Proven ability to manage complex, high-risk stakeholder relationships and negotiate outcomes across organisational boundaries.
- Strong understanding of debt recovery processes, legislative frameworks and compliance obligations
- Experience working in high-volume or high complexity environments involving financial, reputational or operational risk.
- Well-developed written and verbal communication skills, including the ability to prepare reports, briefings and recommendations.
- Strong analytical and problem-solving capability, with the ability to identify trends, assess risk and recommend improvements.
- Proven ability to work independently under limited direction, exercising initiative and judgement where procedures are not clearly defined.
- Strong understanding of public sector values, ethics and integrity requirements
- 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/manage to the spirit and principles of AS ISO 31000:2018 Risk management – Guidelines.

Desirable Expertise

- Experience in the Fines Unit System (RMS) or related debt management systems would be highly desirable.

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