



Role Statement

Role title	Senior Account Services Officer (Member Operations)	Classification	ASO4
Branch	Super SA	Type of Appointment	Temporary
Section	Operations	Position Number	Various
Approved by	Chief Executive, Super SA	Date	22/10/2025

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

Accountable for contributing to the successful achievement of Super SA's business objectives by:

Exercising responsibility for the quality delivery of specialist financial services and support to the Member Operations team by:

- Providing technical advice and support which assists in the accurate, timely and efficient administration of accounts; including establishment of new member accounts, payment of benefits and the processing of contributions and investment switches for investors in an accumulation superannuation scheme or post-retirement product.
- Checking and authorising lump sum benefit payments and commutations in accordance with the legislation and any approved delegations of authority.
- Effectively exercising Super SA Board delegations.
- Providing guidance, support and training to staff on the technical aspects of the schemes administered and the relevant legislation with an approachable and friendly nature.
- Providing expert advice on approved projects and process improvement plans for the team and for the business unit as a whole, including making decisions that may impact on the effective administration of the area and the experience of the members.
- Highlighting areas where processes could be improved and participating in the development and implementation of continuous improvement strategies.
- Coordinating and participating in system testing to ensure system changes are implemented with minimal impact on operations.
- Being a point of reference for technical advice and processes within the operational systems.

Contribute to the development of Procedure, Policy and Enterprise Architecture documents and ensure they are maintained in a state which represents current operational practice.

Who this role reports to

- Reports to the Group Leader, Member Operations

Key Relationships/Stakeholders

- Significant working relationship with all Operational teams
- Works closely with all Super SA management and staff.
- Liaises with external customers.

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

- RG146 or other superannuation certification or committed to complete within 6 months.
- Proven ability to support a team of people in achieving business objectives.
- 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 calculate accumulation benefits payments, ETP components of a benefit, and taxation payable on regular pension income payments.
- High level of self-motivation and initiative which promotes a positive culture.
- Well developed oral and written communication skills.
- Experience in data processing data, reconciling and documenting variances.
- Experience in the operation of database systems, assessing and understanding the impact of system changes and performing user acceptance testing.
- Experience in calculating and verifying benefit payments.
- Experience in a customer service role (internal and/or external).
- Experience in interpreting and applying legislation and regulatory requirements as applied to the financial and/or superannuation industry.
- Demonstrated experience in team leadership and collaboration
- Knowledge of the superannuation industry and its administration practices.
- Strong working knowledge of Bluedoor.
- 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*.

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- An understanding of and ability to work/manage to the spirit and principles of AS ISO 31000:2018 Risk management – Guidelines.

Desirable Expertise

- Tertiary qualification (degree level) in management, financial or related field
- Experience in financial and/or superannuation administration, financial institutions and banking practices.

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