

Job and Person Specification

Title of Role: Operations Coordinator
Customer Accounting

Remuneration Level: ASO7

Business Unit: Public Trustee

Type of Appointment:

Division: Customer Financial Services

Position Number:

Job and Person Specification Approval

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Primary Purpose

The Customer Financial Services Branch is responsible for the financial management and investment of customer assets. Total customer funds under management of approximately \$1.2 billion. In addition, there are other customer assets under management of over \$0.6 billion. The position manages processing of \$0.5 billion in annual customer financial transactions.

The Operations Coordinator, Customer Accounting is accountable to the Manager, Customer Financial Services and is responsible for the leadership and risk management of the customer transaction processing including accounts payable, accounts receivable and customer asset management for a large time sensitive customer base.

The role leads the operational processing, control environment and customer financial transactions that support the management of customer assets.

Reporting Relationships

- Manager Customer Financial Services

Key Relationships/Interactions

- Public Trustee Customer Financial Services staff
- Public Trustee Executive Team
- Customer Services Branches - Financial Administration and Estate Services
- Taxation Services
- Other branches of Public Trustee
- Regulatory bodies
- Service providers
- Audit Office of South Australia
- Department of Treasury and Finance

Key Challenges

- Overseeing the delivery of an efficient high quality general ledger, customer asset management, accounts payable and accounts receivable for a large customer base in a trust accounting environment.



- Ensuring compliance with Accounting Standards, the *Public Finance and Audit Act* and Treasurer's Instructions
- Ensuring appropriate controls are applied to manage risk and ensuring quality standards are maintained.
- Leading and driving high levels of customer service, both to internal and external customers.
- Ensuring that the Customer Financial Services branch is trusted and respected by its stakeholders and customers for providing caring and professional services.

Special Employment Conditions

- Some out of hours work and occasional intrastate and/or interstate travel may be required.
- May be required to undertake alternative duties within Public Trustee at the same classification level to meet operational needs.
- Employees will provide the highest standards of customer service to customers at all levels by modelling service excellence that meets the needs of customers and enhances the corporate profile of the organisation.
- Employees are expected to maintain the integrity and security of all information for which they are responsible as a result of employment in the Attorney-General's Department.
- An individual recommended for appointment/employment to a position of trust in Public Trustee will be subject to a satisfactory criminal history and background screening check being conducted in accordance with Employment Screening (Criminal History and Background Screening Check) Policy. Disclosure of any pending charges is also mandatory. Previous criminal conviction or pending charges will not necessarily preclude employment.

AGD Conditions

- Participation in quarterly performance review and development;
- Actively participate in all mandatory training requirements;
- Abide by the standards in the Code of Ethics for the South Australian Public Sector (the Code), relevant legislation and AGD policies and procedures; and
- Employment is dependent upon a National Police Certificate clearance and DHS Background Screening that the AGD finds satisfactory. Periodic checks will be conducted.

Flexible Working Arrangement Options

The South Australian public sector promotes diversity and flexible ways of working including part-time. You are encouraged to discuss the flexible working arrangements for this role. Flexible working arrangement options for this role may include Flexitime.



Responsibilities

This Job and Person Specification provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform. The Operations Coordinator, Customer Accounting responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
Service Delivery	• Ensure timely and accurate payments and related functions are made efficiently including payments to customers for food, clothing, medications and other critical living expenses. • Oversees the day-to-day operational integrity and reconciliation processes of the customer accounting general ledger. • Ensure the timely and accurate receipting and allocation of funds to customer accounts. • Ensure accurate recording and safeguarding of customer assets. and personal effects. • Ensure controls operate effectively including bank reconciliations, segregation of duties etc. • Lead the production of the 'Statement of Trusts being Administered' specific purpose financial report and a range of other end of year reports that comply with Australian Accounting Standards, Treasury Guidelines and other audit and legislative requirements. • Assist with the compliance relating to the <i>Anti Money Laundering and Counter Terrorism Financing Act 2006</i> • Ensure Business Continuity arrangements are in place and operational. • Develop and report on the achievements of service level performance measures relating to customer financial transactions.	• Internal and External Customer satisfaction meet or exceeds agreed levels. • The distribution of customer funds (in particular critical customer payments) and accounting of all customer assets meet agreed KPIs. • Reconciliations are conducted within agreed timeframes • All annual branch business objectives are met. • External stakeholder satisfaction is maintained at high levels. • Control Self Assessments are completed within timeframes • Ensuring compliance with Accounting Standards, the <i>Public Finance and Audit Act</i> and Treasurer's Instructions • Non-compliance and areas of concern as escalated as appropriate
Business Operations and Continuous Improvement	• Responsible for implementing and monitoring risk treatments, ensuring compliance and managing Control Self-Assessment risk reporting. • Risk assessment consistent with Government mandated financial policies and procedures, the <i>Public Finance and Audit Act</i> and Public Trustee risk management requirements • Contribute to the development, maintenance and effective application of customer financial management policies and procedures. • As primary operational contact for all IT systems used to provide customer financial transaction services, is responsible for establishing service level agreements with IT, overseeing performance and contributing to ongoing development and enhancement of systems • Drive continuous business improvement and the implementation of modern customer orientated practices.	• The treatment and management of risk complies with all relevant policies. • Business risks are managed in a timely manner. • Agreed quality and compliance standards are exceeded. • Controlled self-assessments meet all agreed standards • IT system service delivery and development is proactively managed and



		service providers effectively held accountable for performance
Leadership and Management	- Establishing and reviewing service standards, as well as agreed objectives and measures with each staff member. - Managing branch resources to ensure the required work is completed to schedule. - Ensuring each staff member participates in effective professional development through mentoring and formal training. - Providing appropriate mentoring and advice to staff. - Providing regular feedback on performance, effectively address staff performance issues, including managing performance improvement plans as required. - Ensure recruitment and professional development opportunities are merit based.	- Individual staff members agree to and reach individual performance targets. - Staff members participate in professional development. - Every staff member has an up-to-date performance plan and annual performance review. - Staff performance issues are effectively addressed.
Business Engagement	- Contribute to the Public Trustee's strategic plan, corporate business and financial strategies - Plan, implement, evaluate and manage financial projects and tasks, whilst considering operational and financial constraints or issues.	- Internal Stakeholder satisfaction is maintained at high levels. - A proactive contribution is made to the broader Public Trustee strategic planning process. - Projects are delivered successfully within resource allocation constraints.
Drive Culture	- Pro-actively safeguard the health and wellbeing of staff by ensuring safe work practices are undertaken by self and others in the workplace; - Embrace and encourage diversity and cultural differences in the workplace.	- Pro-active measures are undertaken to adhere to and prevent injuries; - Work practices are safe and Work Health and Safety legislation, policies and procedures are implemented; - Individual differences are encouraged and accommodated in the workplace.

Technical Expertise

Technical Expertise (Essential)	- Appropriate degree in Accounting, Business or related discipline - Ability to organise and prioritise high workload and deal with multifaceted financial issues, varied and competing priorities - Leadership, management, organisation and motivation of branch staff - Demonstrated experience in the control and optimisation of physical, financial and human resources and budgetary management.
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	• Professional membership, or eligibility for membership, of CPA Australia, or an equivalent professional accounting body. • Experience in the implementation and maintenance of accounting and financial management systems, the development of and production of appropriate financial reports. • Experience in conducting financial analysis • Proven ability to communicate effectively, orally and in writing at all levels, including the ability to clearly communicate finance related concepts and proposals to non-finance staff and stakeholders • Demonstrated experience in business improvement • Proven ability to develop policies, training procedures and compliance programs • Demonstrated ability to analyse and conceptualise problems and risks, formulate and execute appropriate solutions and negotiate successful outcomes in an innovative and resourceful manner • Successful record of identifying customer and business needs, developing service strategies, and provide quality customer service in either a public or private sector environment • Ability to plan, implement and manage the activities and outcomes required of the position relevant to the management of WHS, equity and diversity. • Sound understanding of the principles of accountability in public administration • Experience in managing a team, particularly in a climate of continuing change.
Technical Expertise (Desirable)	• Experience in trust accounting and transaction processing for high- volume customer based financial operations.

Qualifications, Skills, Knowledge and Experience relevant to the role

Behavioural Capabilities

The AGD Performance Matrix describes the behaviours expected of AGD employees across various levels in the Department.

Descriptors below detail the behavioural capabilities required for performance in the Operations Coordinator, Customer Financial Services. KEY behaviours for this role are listed with the critical behaviours highlighted in **bold**. This broader group of behaviours are applicable to your ongoing success in the role.

	Strategic Focus	Results Orientation	Service Delivery Excellence	Relationship Management	Professional Approach and Drive
Strategic	Shapes Strategic Thinking and Change	Achieves Organisational Results	Drives Business Excellence	Forges Relationships and Engages Others	Exemplifies Personal Drive and Professionalism
Tactical	Promotes Strategic Thinking and Change	Achieves Team Results	Delivers Business Excellence	Establish Relationships and Engages Others	Models Personal Drive and Professionalism
Operational	Supports Strategic Direction	Achieves and Monitors Own Results	Supports Service Delivery Excellence	Fosters Working Relationships	Supports Personal Drive and Professionalism
Foundational	Understands the Strategic Direction	Achieves Individual Results	Contributes to Service Delivery Excellence	Maintains Working Relationships	Demonstrates Personal Drive and Professionalism



Element	Behaviours
Strategic Focus (Operational)	- Supports strategic direction and plans Identifies and manages risk as appropriate and escalates as necessary - Is sensitive to political drivers influencing priorities and decisions - Contributes to the drive for change and innovation
Results Orientation (Tactical)	- Provides clear direction on how to achieve outcomes - Develops plans with clear outcomes and supports others to achieve these Is accountable for the delivery of quality, timely and cost effective results - Confidently makes decisions showing good judgement
Service Delivery Excellence (Tactical)	- Identifies trends, potential problems and opportunities and incorporates into plans - Promotes and ensures a strong focus on internal and external customer service - Promotes a culture of financial responsibility, accountability and awareness Effectively manages their own, individual and team performance and contribute to the business unit
Relationship Management (Tactical)	- Effectively manages conflict and escalates when appropriate Develops effective working relationships and internal networks - Shares information and knowledge as appropriate - Negotiates as necessary to achieve outcomes
Professional approach and drive (Tactical)	- Promotes a culture of respect and high ethical standards Maintains professionalism and confidentiality when dealing with sensitive issues - Is aware of risks and makes decisions accordingly - Seeks feedback and reviews own performance

Acknowledged by
occupant

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(Print name)

(Signature)

Acknowledged by line
manager

/ /

(Print name)

(Signature & title)

