



Role Statement

Role title	Member Solutions Consultant	Classification	ASO4
Branch	Super SA	Type of Appointment	Various
Section	Brand and Member Engagement	Position Number	Various
Approved by	Chief Executive Super SA	Date	April 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 Member Solutions Consultant is responsible for delivering a solution focused service with end-to-end accountability which satisfies compliance with superannuation legislation and governance requirements.

The Member Services Consultant will work autonomously across the Branch to support superannuation functions, including participating in the implementation and ongoing management of key projects and programs to achieve the Department's objectives.

What this role is responsible for

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

Delivering a specialist financial customer service by:

- Developing and maintaining a theoretical and practical knowledge of superannuation legislation, policy, practices and procedures.
- Developing and maintaining sound knowledge of all superannuation schemes administered by Super SA.
- Ensuring a consultative approach that maintains effective relationships with key internal and external stakeholders.
- Promoting Super SA products and services, including facilitating referrals to appropriate financial planning, advice and support services in line with member needs.

Contributing to continuous improvement initiatives across the Branch by:

- Monitoring, and identifying inefficient processes and contributing to new procedural ideas to enhance the service offering.
- Contributing to the development, implementation and review of solution focused information systems, operational processes and practices to improve and enhance service delivery and assimilate best practice.
- Support Group Leaders in the resolution of complex superannuation matters.
- Participating in the development of business plans and operating frameworks and recommending system and policy enhancements, where required.
- Actively participating in ongoing training and professional development which may include mentoring and supporting other team members through formal and informal training and presentations.

Application of high-level business support practices and customer service standards by:

- Responding to member enquiries within the defined service level time.
- Working closely with Members to inform them of options available to them in relation to their current and future superannuation entitlements.
- Estimating final retirement benefits based on different contribution rates and methods, and on the basis of the individual goals of members.
- Providing information on superannuation investment options, based on undertaking a risk profile of the member.
- Providing information about Centrelink entitlements and thresholds as related to a member's personal situation.
- Analysing personal information and quotation of tax as related to the member's personal situation.

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- Providing information on insurance options and levels available.
- Maintaining confidential files and ensure compliance with public sector and statutory requirements.

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

Who this role reports to

The Member Services Officer reports to the Team Leader, Member Services.

Key Relationships/Stakeholders

Works closely with internal and external customers (staff within Super SA, members, agency staff and external financial planners, medical and legal parties).

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 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.

Essential Expertise

- Ability to provide a professional level of customer service to Members and Staff at all levels.
- Ability to develop, maintain and keep abreast of legislation and policy documents.
- Ability to communicate comprehensive financial information, both verbally and in writing to a wide range of people on sensitive and complex issues.
- Ability to work independently, under limited direction, exercise initiative and to make decisions without prompting.
- Flexibility to deal with multiple demands and Members at one time and to adjust your approach to meet Member need.
- Ability to comply with service level standards and key performance indicators.
- Ability to deal with sensitive and/or political issues with tact and diplomacy and to maintain complete confidence.
- Experience in the superannuation industry.
- Demonstrated experience in a call centre or customer service environment.

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- Experience in providing solution focussed information on financial matters of some complexity to a range of stakeholders.
- Knowledge of superannuation legislation and 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/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.
- RG146 (for the superannuation industry) compliant.
- Presentation skills.
- Experience in a financial services industry.
- Experience in superannuation administration.
- Knowledge of superannuation schemes administered by Super SA.

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