



Role Statement

Role title	Senior Resolution Officer	Classification	ASO4
Branch	Fines Enforcement and Recovery Unit	Type of Appointment	Temporary
Section	FERU	Position Number	
Approved by	Chief Recovery Officer	Date	

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

As a Senior Resolution Officer, you will collaborate with a team to support complex and sensitive portfolios, applying sound judgement and expertise within established procedures to deliver fair, sustainable and defensible outcomes for both clients and the business. Working collaboratively within your team, across FERU and with internal and external stakeholders, you will contribute to resolving complex matters, identify or escalate risks, build strong professional relationships, and use operational insights to participate in process improvements that enhance service delivery, business performance, and maintain public trust and confidence in the administration of the *Fines Enforcement and Debt Recovery Act 2017*.

Key Responsibilities

Support complex and sensitive portfolios, applying sound judgement and expertise within established procedure and legislative knowledge to contribute to fair, sustainable and defensible outcomes for both clients and the business.

Investigate, assess and contribute to resolving sensitive matters, disputes, complaints and escalations, exercising your delegated authority under limited direction and making informed decisions within established guidelines and frameworks that balance client circumstances, compliance requirements, business objectives and risk considerations.

Interpret and apply the *Fines Enforcement and Debt Recovery Act 2017*, associated legislation, policies and guidelines to undertake appropriate enforcement resolution activities while supporting procedural fairness, consistency and integrity in decision making.

Build and maintain relationships with clients, issuing authorities, legal representatives, support services, government agencies and other stakeholders to facilitate effective resolution pathways and positive recovery outcomes.

Use operational insights, data and frontline experience to identify trends, systemic issues and contribute to initiatives that improve service delivery, recovery outcomes, operational efficiency and business performance.

Identify, assess and report operational, legislative, financial and reputational risks as required, ensuring matters are handled effectively, transparently and in accordance with the established governance framework, with escalation as required.

Contribute to maintaining public trust and confidence in the administration of the *Fines Enforcement and Debt Recovery Act 2017* through ethical conduct, consistent decision-making, professional stakeholder engagement and a commitment to fair and transparent outcomes.

Who this role reports to

- Senior Team Leader

Key Relationships/Stakeholders

- Staff and management across the Fines Enforcement and Recovery Unit (Fines Unit)
- Legal & Governance Team
- Clients of the Fines Unit
- Staff from key stakeholders (e.g. state and local government agencies and other related organisations)
- Strategic Partners (External Debt Collection Agencies and Filed Management Services)
- Community groups or advocacy agencies (e.g. financial counsellors)

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 may be required to work across the Port Adelaide and CBD locations according to business needs.
- 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

- Experience supporting complex and sensitive portfolios, balancing client circumstances, legislative obligations and business objectives to achieve sustainable outcomes.
- Ability to interpret, apply and communicate legislation, policy and procedural requirements to support compliant, consistent and defensible decision-making.
- Demonstrated ability to analyse complex information, exercise sound judgement and make timely, evidence-based recommendations in a sensitive environment.
- Developed client conflict resolution and influencing skills, with the ability to achieve practical and sustainable outcomes in complex and/or contentious situations.
- Experience identifying, analysing and reporting operational, financial, legislative and reputational risks, and determining appropriate intervention and escalation pathways required.
- Developed interpersonal skills and demonstrated ability to build productive relationships with clients, government agencies, legal representatives, community organisations and other stakeholders.

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- Ability to identify systemic issues, analyse root causes to assist with process improvements that enhance operational performance and client outcomes.
- Ability to analyse operational information, identify emerging trends and utilise data and insights to support decision-making under limited direction, performance improvement and organisational outcomes.
- Demonstrated written, verbal and interpersonal communication skills, with the ability to communicate information clearly and influence positive outcomes across diverse stakeholder groups.
- Demonstrated commitment to ethical practice, procedural fairness, public sector values and the principles of risk management, contributing to public trust and confidence in the administration of the Fines Enforcement and Debt Recovery Act.
- 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

- Knowledge of the Fines Enforcement and Debt Recovery Act 2017
- Knowledge of the Debt Recovery Guidelines (RG96-ASIC)

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