



THE PUBLIC TRUSTEE

Role Description

Job Ad Reference	PT69/21
Role Title	Public Trust Officer
Status	Temporary, part-time (2 days p/w for 12 months)
Program	Customer Experience Delivery
Location	Southport
Classification	AO3
Salary	\$2,435 - \$2,702 per fortnight full time
Total Remuneration	\$63,527 - \$70,493 per annum full time (plus superannuation contributions of up to 12.75% of your annual salary)
Closing Date	22 June 2021
Contact	Tara Hanson
Telephone	07 5588 5357

Organisational Environment

The Public Trustee (PT) is the independent trustee for Queenslanders providing security and peace of mind. We have been looking after Queenslanders and their families since 1916. Our purpose is to lead the evolution and delivery of trustee, estate and administration services that make a positive difference in the lives of Queenslanders. We aspire to be an organisation where everyone is committed to achieving our vision and demonstrate our values in all that we do.

We align to the Queensland Public Service values, being:

Customers first | Ideas into action | Unleash potential | Be courageous | Empower people

We have an uncompromisingly customer-focused working environment that is supportive, inclusive and team-oriented. We employ over 600 people from a range of backgrounds and industries enabling us to provide administration, trustee and estate related services. We make a difference in the lives of Queenslanders by providing an empathetic, dedicated and customer centric service – putting the best interests of our customers at the heart of everything we do.

The Public Trustee operates as efficiently as possible, consistent with prudent commercial practice, providing accessible service to a large number of Queenslanders through our network of 15 regional offices around the State

Our Purpose

To lead the evolution and delivery of trustee, estate and administrative services that makes a positive difference in the lives of Queenslanders.

Our Objectives and Strategies

- Drive value for customers through tailored services to meet changing needs.
- Deliver a budget position which enables sustainable reinvestment to support business objectives.
- Deliver services that are valued by the community and the Government.
- Embrace business transformation to enhance capacity to provide service excellence.
- Ensure our workforce is engaged, empowered and agile.

Customer Experience and Delivery

The Customer Experience and Delivery program is responsible for the delivery of a wide range of services across the Public Trustee. The core products and services offered in this program include personal financial administration, deceased estate and trust administration, preparing Wills and Enduring Powers of Attorney (EPA). These services are delivered, with the support of a number of business units, within the Customer Experience and Delivery program across Queensland.

About the Role

Public Trust Officers are responsible for providing a broad range of support in the provision of advice and the high-quality ongoing service to prospective, new and existing customers. The Public Trust Officer plays a key role in contributing to and enhancing the overall customer experience.

In addition to the general public, this position has significant interactions with:-

- Customers from different cultural backgrounds
- Customers who may display challenging behaviours due to their circumstances or disability i.e. mental health, acquired brain injury, aged related condition, congenital or intellectual disability
- Customers who at times may be distressed or upset.

You are someone who has the following personal attributes:

- Ability to work effectively and collaboratively in a team
- Proactive with the desire to provide quality customer service and support
- Possess a positive attitude with a solution focus and pleasant approach
- Hard-working and committed to the role and the organisation
- Meticulous and highly attentive to detail with the ability to thrive in a busy work environment
- Ability to interpret and apply legislation, policy and procedures and work within delegated limits when making decisions

This position requires sound analytical and conceptual skills, a strong customer focus and the ability to work well in a team environment. The successful candidate will be able to multi-skill whilst working effectively in a fast-paced environment with competing priorities, be well organised and take pride in providing a service to the Queensland community.

Key Responsibilities

As a Public Trust Officer you will be accountable for the following:

- Demonstrating exceptional customer skills by developing respectful and empathetic relationships with customers, in line with the PT Customer Service Charter.
- Fostering a consultative and mutually respectful relationship with customers that create a sense of ownership of outcomes.
- Communicating clearly, regularly and proactively to deliver on customer enquiries within agreed time frames.
- Exercising judgement in working with customers and their support network to make decisions in the interests of the customer, explain the reasons for those decisions and suggest other available options where applicable.
- Responding to and prioritising competing and often urgent requests in a calm and efficient manner while also maintaining high work standards and accuracy.

- Maintaining a customer case load, including file management and the preparation of internal and external documentation in accordance with Public Trustee processes and procedures.
- Being commercially aware and having the ability to participate in the implementation of change processes and practices to improve the quality of the customer experience.
- Maintaining effective working relationships, and engage professionally with all levels of staff across the organisation.
- Developing a knowledge of the law as it relates to people with impaired capacity in Queensland, and in making informed decisions, protecting the rights and interests of people with impaired capacity in Queensland; and/or;
- Developing knowledge of the law as it applies to deceased estate administration, Trusts, Wills and Powers of Attorney in QLD and to apply such knowledge effectively when administering these matters.
- Supporting managers with inducting new staff, through the on-boarding lifecycle.
- Committing to your own health and safety and for that of others in the workplace and provide assistance if so required ensuring the smooth running of the office.
- Contribute to an equitable, healthy and safe work environment.
- Other duties as directed.

Key Capabilities

In the context of the 'Key Responsibilities' described above, the ideal applicant will be someone with the following:

Leadership Competencies for Queensland	Our Required Capabilities
<p>Vision:</p> <p>Thinks critically and acts on the broader purpose of the system;</p> <p>Gathers insights and embraces new ideas and innovation to inform future practice;</p> <p>Embraces change and leads with focus and optimism in an environment of complexity and ambiguity;</p> <p>Makes considered, ethical and courageous decisions based on insight into the broader context.</p>	<ul style="list-style-type: none"> • Recognises and articulates how own work directly contributes to the organisation's vision and community outcomes • Shares and seeks creative ideas, suggestions and data to inform the delivery of services • Responds constructively to periods of uncertainty by role modelling positivity and work focus • Clearly describes the rationale behind decisions and works with others to recognise potential bias
<p>Results:</p> <p>Strengthens and mobilises the unique talents and capabilities of the workforce;</p> <p>Builds and sustains relationships to enable the collaborative delivery of customer-focused outcomes;</p> <p>Inspires others by driving clarity, engagement and a sense of purpose;</p> <p>Demonstrates accountability for the execution and quality of results through professionalism, persistence and transparency</p>	<ul style="list-style-type: none"> • Actively participates in team development opportunities, such as lessons learned conversations • Communicates in a clear, succinct and deliberate manner, adjusting the message so that it resonates with different stakeholders • Recognises and reflects on the purpose and impact of their work • Contributes to the development of team objectives and recognises own role in achieving results
<p>Accountability:</p> <p>Fosters an inclusive workplace where health, safety and wellbeing is promoted and prioritised;</p> <p>Pursues opportunities for growth through agile learning, and development of self-awareness;</p> <p>Maintains a high standard of practice through governance and risk management</p>	<ul style="list-style-type: none"> • Demonstrates respect for others, taking the time to connect, check in and show an interest in their wellbeing • Demonstrates insight into personal strengths and areas for development and takes account of these when acting • Demonstrates respect and appreciation for legislation and policy frameworks by consistently operating to key standards

Highly desirable requirements

To be successful in this role it is highly desirable that you can demonstrate the following knowledge, skills and experience:

- Experience in a dynamic customer and team based environment
- Demonstrated knowledge of financial concepts, such as budgeting
- Experience with problem-solving and decision-making
- Well-developed communication (verbal and written) skills including active listening and empathy
- Accurate and efficient Customer Records Management skills and proficiency in Microsoft Word

Experience or qualifications in administrative decision making, law, dispute resolution, mediation or claims management and/or assessment would be highly regarded

How to Apply

To enable the panel to assess your merit, your application should include:

- Your current resume which details your work experience and relevant information to this position.
- A short statement (no more than one page) focusing on your knowledge, skills and attributes as outlined in the key responsibilities and key capabilities.
- Contact details for two work related referees. At least one referee must be your most current or recent supervisor and have a thorough knowledge of your work performance and conduct within the previous two years.

Additional information

- The selection process will start with shortlisting, where the panel will assess the information provided in your application. Based on this, the panel will select applicants to proceed to the next phase of assessment, which will involve an interview or other selection techniques.
- A full employment screening on the nominated applicant will be performed after the appointment is approved. The Public Trustee is not obliged to consider any applicant who does not consent to a police criminal history check. A criminal history does not necessarily exclude an applicant from appointment.
- Any applicant recommended for appointment who is a current or previous public sector employee will be required to disclose previous serious disciplinary action taken against them. If recommended for appointment the Human Resources section will contact the applicant to discuss this requirement.
- A probationary period will apply to candidates external to the public sector appointed to a permanent role.
- Applicants are required to disclose if they have received a voluntary early retirement package from the Queensland Public Service in the past 12 months.
- To be eligible for permanent appointment to the Queensland Public Service, applicants must provide proof of Australian citizenship or permanent residency. To be eligible for temporary appointment applicants must provide proof that they can legally work in Australia.
- Newly-appointed public service employees are obliged to provide, within one month of starting duty, a disclosure of employment as a lobbyist in the previous two years, as per the Disclosure of Previous Employment as a Lobbyist Policy.
- The successful applicant may be required to travel interstate or intrastate in the performance of their duties
- Applications will remain current for a period of twelve (12) months.