



THE PUBLIC TRUSTEE

Role Description

Job Ad Ref	CAP 03	Classification	AO3
Role Title	Public Trust Officer	Salary	\$2,727 - \$3,026 per fortnight
Status	Permanent/Temporary/Casual	Total Remuneration	\$71,150 - \$78,951 per annum (plus leave loading and superannuation contributions of up to 12.75% of your annual salary)
Location	Multiple locations – Queensland-based opportunities	Contact Name	Recruitment and Onboarding Advisor
Program	Customer Experience Delivery	Contact Email	recruitment@pt.qld.gov.au
Position #	Multiple	Closing Date	5 July 2024

About the Public Trustee

The Public Trustee (PT) is a value for money independent state trustee service dedicated to advancing and safeguarding the rights, interests and wishes of Queenslanders in need of financial management, trust and estate planning and administration support. We have been looking after Queenslanders and their families since 1916.

We provide trusted financial decision-making advocacy, education and services and empower Queenslanders to plan and prepare for key life events. We do this by:

- Supporting Queenslanders with life-planning assistance and education
- Providing reliable, independent and ethical services that protect our customers' financial wellbeing
- Building a modern, professional and customer-focused organisation
- Providing value and support to our customers and the community.

Our people-focused approach helps us meet the individual needs of our customers with humanity, respect, integrity, and diligence.

Our strategic objectives are:

- *Customers First:* Deliver an empathetic, customer centric experience.
- *Our People:* Engaged, empowered workforce, and an employer of choice.
- *Integrity and Financial Responsibility:* Financially and socially responsible leadership and governance.
- *Community Care and Engagement:* Engage with our partners and the community to improve quality of life for Queenslanders.

We align to the [Queensland Public Service Values](#), being:

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

Working across our 15 regional offices around the State, we employ approximately 600 people from a range of backgrounds and industries.

You can find out more about us [here](#).

About Customer Experience Delivery

The Customer Experience and Delivery (CED) portfolio delivers trusted, financial decision-making advocacy, education, and financial services that empower Queenslanders to plan and prepare for key life events, including:

- financial management, acting as administrator for financial matters for clients with impaired capacity for decision-making pursuant to the Guardianship and Administration Act 2000 or as a financial attorney pursuant to the Powers of Attorney Act 1998
- deceased estate administration, pursuant to Wills or on intestacy, delivering services to beneficiaries
- a document making service, preparing Wills free of charge for all Queenslanders and Enduring Powers of Attorney.

About the role

Public Trust Officers (PTOs) 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 PTO plays a key role in contributing to and enhancing the overall customer experience.

In addition to the general public, PTOs have 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.

The following attributes will help you succeed as a PTO:

- Ability to work effectively and collaboratively in a team
- Desire to provide proactive and high-quality customer service and support
- A positive, empathetic attitude with a solution focus and pleasant approach
- Conflict resolution, negotiation and influencing skills to assist in the de-escalation of challenging situations and behaviours
- Hard-working and committed to the role and the organisation
- Ability to maintain focus and remain optimistic under pressure
- 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.

As a PTO, you will deal with complex and emotive situations and behaviours including customer aggression in providing services to members of our community who are experiencing vulnerability or grief. We encourage you to consider your personal resilience, and the self-care regime and coping strategies you'll employ as a PTO as we value your mental health and want you to thrive in this rewarding role. PT has practices in place to support you and your wellbeing.

Reporting relationships:	Depending on office size and composition, this role reports to either an AO4 Senior Public Trust Officer, AO5 Principal Public Trust Officer, AO6 Assistant Manager or AO6 Regional Customer Service Manager.
Leadership stream:	The position is aligned to the 'Individual Contributor' stream of the Queensland Government's Leadership competencies for Queensland (LC4Q) framework and is valued for strong self-management and knowledge and skills in this specialist area.
Delegations:	This position has financial delegations.
Employment conditions:	You will be employed under the Public Sector Act 2022 and in accordance with employment conditions of the Queensland Public Service Officers and Other Employees Award and the State Government Entities Certified Agreement .

Key responsibilities

As a PTO you will be accountable for:

- 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 PT 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.
- 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 and others' health and safety in the workplace and contributing to the smooth running of the office.
- Contribute to an equitable, healthy and safe work environment.
- Other duties as directed.

Key capabilities

As a PTO, you will be valued for your customer service ability, personal resilience, financial aptitude, and your ability to demonstrate Vision, Results and Accountability in accordance with the competencies of the Individual Contributor stream of the LC4Q framework:

Competency		Competency description
Vision	Leads strategically	Recognises and articulates how own work directly contributes to the organisation's vision and community outcomes
	Stimulates ideas and innovation	Shares and seeks creative ideas, suggestions and data to inform the delivery of services
	Leads change in complex environments	Responds constructively to periods of uncertainty by role modelling positively and work focus
	Makes insightful decisions	Demonstrates courage in making decisions, even when under pressure
Results	Develops and mobilises talent	Actively participates in team development opportunities, such as lessons learned conversations
	Builds enduring relationships	Listens attentively and proactively seeks to understand others' needs by asking questions and clarifying
	Inspires others	Recognises and reflects on the purpose and impact of their work
	Drives accountability and outcomes	Welcomes challenges in the delivery of work and demonstrates persistence in working through obstacles

Competency		Competency description
Accountability	Fosters healthy and inclusive workplaces	Demonstrates respect for others, taking the time to connect, check in and show an interest in their wellbeing
	Pursues continuous growth	Demonstrates insight into personal strengths and areas for development and takes account of these when acting
	Demonstrates sound governance	Demonstrates respect and appreciation for legislation and policy frameworks by consistently operating to key standards

How to apply

If you are interested in working with us, please provide the following information to help us assess your merit:

1. Your current **resume**, including a comprehensive employment history and any relevant qualifications and professional certifications you hold.
2. A **cover letter** (no more than one page) outlining recent examples of your ability to demonstrate the 'Key capabilities' required to perform the 'Key responsibilities' of the role, as outlined above.
3. Contact details for **two referees**. At least one referee should have thorough knowledge of your conduct and performance within the previous two years. If you are a current or previous public service employee, please nominate a referee who can report on your public service employment.
4. Details of any visa conditions if you are not an Australian citizen or do not have permanent residency status.
5. Responses to the mandatory questionnaire on our [advertisement on Smart Jobs](#). The questionnaire allows you to select your preferences including location and employment type.

You must use the "apply online" facility by visiting the Smart Jobs and Careers website: www.smartjobs.qld.gov.au.

PT accepts applications for the AO3 PTO role at any time. Join our continuous applicant pool to be considered for permanent, temporary, part-time, and casual positions across Queensland. 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 and/or other selection techniques. Applications remain current for a period of 12 months unless an application doesn't meet the minimum suitability benchmark.

We understand that some people may need reasonable adjustments (e.g., wheelchair access, interpreting services, additional time) to participate in this recruitment process and / or our workplace and work practices. You are encouraged to reach out to the 'Contact' person to discuss any support you need.

We are committed to building an inclusive culture that respects and promotes [human rights](#) and [diversity](#). We encourage applicants representing all genders, ethnicities, ages, languages, sexual orientations, and people with disability or family responsibilities to apply.

Additional information

- To demonstrate support for a safe, secure and supportive workplace, the PT is a White Ribbon Australia accredited workplace. For more information visit [here](#).
- A criminal history check will be completed for potential employees, and for existing employees in some circumstances. A criminal history does not necessarily exclude an applicant from appointment.
- If successful and you are or have been a public sector employee, you must disclose previous serious disciplinary action taken against you. Further information and a declaration form are provided at: [Recommend a preferred candidate | For government | Queensland Government](#).
- A probationary period will apply to candidates external to the public sector appointed to a permanent role.
- 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.
- The successful applicant may be required to travel interstate or intrastate in the performance of their duties.

- If successful, you must declare if you have engaged as a lobbyist in the previous 2 years and supply a statement of your employment. Further information is provided at [Lobbyist Disclosure | For government | Queensland Government](#).
- Applicants who have accepted a voluntary medical or early retirement, redundancy or retrenchment from the Queensland Government are required to state this in their application.
- Applications will remain current for up to 12 months from the closing date and may be considered for identical or similar vacancies.
- The Queensland Government has a commitment to union membership. Employees are encouraged to join and maintain financial membership of an organisation that has the right to represent their industrial interests.