



Job Description Form

007270 **Manager Private Administrator Support**

Private Administrator Support Branch

Position details

Classification Level: 6

Award/Agreement: Public Service Award 1992 / Public Service and Government Officers
CSA General Agreement 2017

Position Status: Permanent

Organisation Unit: Public Trustee, Trustee Services

Physical Location: Perth CBD

Reporting relationships

Responsible to: 000552 Director Trustee Services - Level 9

This position: 007270 Manager Private Administrator Support Branch - Level 6

Direct reports: Senior Assessment Officer (Generic) – Level 5 (x2)

011465 Assessment Officer (Generic) – Level 4

Assessment Officer (Generic) – Level 3 (x5)

007273 Officer – Level 1

Overview of the position

The Trustee Services Directorate is accountable for the provision of a comprehensive range of affordable, quality, secure and impartial trustee and asset management services to Western Australians.

The Directorate provides:

- Deceased estate administration
- Trustee services for infants and incapable persons
- Financial management services under Power of Attorney and Enduring Power of Attorney
- Providing support to and examining the accounts of Private Administrators

The Private Administrator Support Branch (PAS) is responsible for providing support to private administrators appointed by the State Administrative Tribunal and examining the accounts submitted by private administrators on behalf of represented persons.

The Manager Private Administrator Support is responsible for providing management and leadership to staff of the Private Administrator Support Branch. The position monitors and controls all matters regarding the conduct and supervision of finances controlled by appointed Administrators, including the examination of all accounts submitted by Administrators and liaises with relevant stakeholders in the management of administrator accounts.

As part of the Private Administrator Support Branch team, the successful applicant will be expected to:

- Work to improve communication and model integrity and respect in all interactions.
- Operate within the Department's Corporate Governance Framework, policies and procedures and ensure effective transparency and accountability of all Department activity.
- Operate within the chain of command to coordinate activities required to meet the Department's strategic objectives.
- Work collaboratively to achieve common goals and best practice and facilitate business improvements as appropriate.
- Facilitate cultural and management reforms within the Department through leadership and engagement.
- Represent the Department's interest on committees and working groups as required.

Role specific responsibilities

Examination of Accounts

Is responsible for supervision and management of the examination of all financial accounts submitted by private administrators and for allowing those accounts, pursuant to S80 of the Guardianship Administration Act, under a delegation from the Public Trustee.

- Exercises approved delegations in relation to the examination of private administrators' accounts.
- Reports and provides recommendations to the Director Trustee Services regarding waiving accounts, granting exemptions, determining losses to estates and issuing Certificates of loss against private administrators.
- Reports and provides recommendations to the Director Trustee Services regarding application to the State Administrative Tribunal to review the suitability of private administrator appointed by the Tribunal. Represents the Public Trustee at those hearings.
- Attends the State Administrative Tribunal to provide procedural and case management advice.
- Develops appropriate strategies, investigations or other actions to ensure compliance.
- Develops strategies to meet the legislative changes and practice and procedure.
- Provides guidance and support regarding practices and procedures in the examination of accounts of private administrators.

- Conducts presentations at information forums to appointed administrators and the general public concerning the reporting compliances and obligations of appointed administrators.

Leadership and Staff Management

- Participating on strategic working parties for the PAS Branch.
- Undertakes recruitment and selection, performance management and training and development of staff, and appropriate management of FTE.
- Assists with the introduction of new policies, procedures, legislation etc into operating procedures within the Trust environment.
- Other duties as required in accordance with strategic objectives, business plans, local workload priorities and performance management plans.

Job related requirements

In the context of the roles specific responsibilities, the ability to demonstrate the following skills, knowledge and experience.

Shapes and Manages Strategy

The ability to; understand the Department's objectives and links to the whole-of-government agenda, understand the strategic direction and objectives of the business unit and the factors that may impact on work plans and operational goals, scan the environment to monitor priorities and keep self and other stakeholders informed on critical factors and issues, think laterally, be innovative, identify and work collaboratively to overcome challenges and implement reform program initiatives are important for this role.

Achieve Results

The ability to; evaluate project/program performance, identify areas of improvement and initiate changes to ensure positive outcomes, deal positively with uncertainty and cope in a changing environment, able to determine appropriate actions despite a lack of clarity, a focus on quality, adherence to current procedures and managing projects to completion within a set timeframe are fundamental to this role.

Builds Productive Relationships

The capacity to network effectively in order to build and sustain relationships with key stakeholders, team members and other staff in the agency, to actively listen to staff, colleagues and stakeholders involved in the reform program and encourage engagement and contribution to the process is a requirement for this role.

Exemplifies Personal Integrity and Self-Awareness

A demonstrated; high level of personal commitment to integrity, professionalism, probity and personal development; adherence to the Code of Conduct; ability to constructively challenge issues, discuss alternatives to progress issues, meet objectives, follow up to finalise work, maintain a positive outlook. Engage with risk by providing impartial and clear advice, constructively challenging issues and proposing solutions. Actively identifies potential risk issues and reports to management.

Communicates and Influences Effectively

A demonstrated ability to present messages confidently and persuasively and to successfully listen, understand and adapt to a range of audiences is a requirement for this role.

Role Specific Criteria

- Demonstrated ability to examine interpret and report on the management of financial accounts and identify matters of non-compliance.
- Demonstrated knowledge of the legislative requirements, administrative procedures relating to represented persons pursuant to orders of the State Administrative Tribunal.
- Practical knowledge of Tribunal and/or Court operations and protocols.

Special requirements/equipment

Nil

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.

Public Trustee

Signature: _____ Date: _____

HR certification date: _____