

TRUST OFFICER – BENEFICIARY SERVICES

- Dynamic role
- Salary range: \$81,354 – \$92,304 + superannuation
- Full-time Fixed-term (12 months)

Funds in Court (FIC) is a self-funded division of the Supreme Court of Victoria, managing funds paid into Court, primarily for people under a legal disability. All funds are held, invested and administered by the Associate Judge of the Court who is the Senior Master. FIC serves over 5,500 beneficiaries.

The Beneficiary Services Section of FIC is seeking a driven individual to assist with the provision of quality customer service, information and operational support for the effective dispatch and administration of Court ordered funds for persons under 'legal disability' (beneficiaries).

As a Trust Officer, you will be responsible for a portfolio of client files and accountable for services arising from day-to-day dealings with beneficiaries and carers in respect of their requests to access funds in Court. You will balance and negotiate such requests and expectations with requirements set by the Judiciary.

To be successful in this role, you should be able to demonstrate:

- Experience in building strong customer relationships based on superior service and fostering a collaborative team spirit focussed on service delivery.
- Ability to confidently address conflict situations utilising effective negotiation techniques and provide successful solutions.
- Experience in working with people with a disability, in particular Acquired Brain Injury.
- Ability to work independently as well as being a strong team player.
- Excellent attention to detail, organisation, problem-solving and communication skills.
- Knowledge of the *Supreme Court Act 1986*, the *Guardianship and Administration Act 1986*, Rules of Court and relevant legislation.
- Experience in the trustee or related industry would be highly regarded.

At Funds in Court, we continually strive to create a high performance workplace that is characterised by creativity, innovation, flexibility and quality delivery.

Salary commensurate with experience. Applications close Tuesday, 12 June 2018.