



THE PUBLIC TRUSTEE

Role Description

Position Number	0889E
Vacancy Reference Number	PT 25/18
Role Title	Digital and Technology Business Partner
Status	Permanent, Full-time
Program	Digital and Technology
Location	Brisbane
Classification	AO6
Salary	\$3,533.60 to \$3,780.70 per fortnight
Total Remuneration	\$92,189 to \$98,636 per annum (plus employer superannuation contributions of up to 12.75% of your annual salary)
Closing Date	28 February 2018
Contact	Rory Herity, Allegis Group
Telephone	3295 7435

Our Organisation

The Public Trustee (PT) is a professional trustee services organisation that has been looking after Queenslanders and their families since 1916. Our vision is to be the independent trustee for Queenslanders providing security and peace of mind.

The Public Trustee has 16 offices throughout the State which allows us to provide economical and accessible financial, trustee, legal and associated services to a large number of Queenslanders. We provide benefits and community service to the people of Queensland at no cost to Government. Fundamental to our role is the commitment to the highest possible ethical standards and professional service to Queenslanders. This is achieved through a commitment to the development of responsive and caring relationships with all clients and stakeholders.

We have staff in a wide range of roles including estate and investment services, trust management, legal and financial roles. The Public Trustee aims to make a difference to our clients' lives, so we look for people who are empathetic, compassionate, relate well to others and who are prepared to go out of their way to help others. We value integrity, honesty, trust, a high level of ethical standards and business acumen in our colleagues.

We provide a supportive team environment and challenging, satisfying work. The Public Trustee is committed to developing employees and providing opportunities for career development and job satisfaction. We support employees to carry on with their studies and may provide financial assistance through our study and research assistance scheme.

Our Purpose

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

Our Values

We align to the Queensland Public Service values:

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

Our Objectives and Strategies

- Drive value for clients through tailored services to meet changing needs.
- Deliver the surplus required to enable sustainable reinvestment that supports current and future business objectives.
- Strengthen the Queensland community and government's confidence and value in our services.
- Implement targeted service delivery models that increase client satisfaction and improved efficiency.
- Develop an engaged, empowered and flexible workforce with the agility to readily respond to changing imperatives.

Your Opportunity

The Digital and Technology Business Partner engages broadly to ensure the best Digital and Technology solutions that match strategic business needs. The position brings to the organisation an understanding of the future pipeline of Digital and Technology opportunities that directly address the organisation's strategic aims.

Your Key Responsibilities

- Builds and maintains strong relationships with business units and understands business demands for Digital and Technology-based projects.
- Acts as a liaison between delivery teams and stakeholders.
- Proactively analyses business opportunities to automate processes and functions.
- Promotes projects and value to the organisation.
- Develops, shares, and leverages best practices across Digital and Technology.
- Defines, prioritises, and manages program and project initiatives.
- Defines new services to support business needs.
- Participates in development of business strategic planning and plays a leading role in Digital and Technology strategic planning.
- Assists in the development of metrics used to track value delivery.
- Communicates business needs with appropriate Digital and Technology solution center to gain alignment between business needs and technical capabilities.
- Gathers high-level business requirements and defines scope during initial discovery by conducting meetings/interviews, and facilitating large group/cross-functional sessions.
- Leads in the development of business cases requiring Digital and Technology-based solutions.
- Establishes initial vendor relationships and maintains a forward-looking view of vendor direction.
- Interfaces with vendors to understand whether vendor products will meet business requirements.
- Monitors that the Digital and Technology group is meeting expectations of the organisation.

What We're Looking For

You will display judgment, integrity, a strong achievement orientation and excellent communication and negotiation skills in order to lead strategic and operational change management.

In the context of the duties described above, the ideal applicant will be someone who is capable of contributing to the Public Trustee across the following key capabilities:

Vision

- Looks beyond daily activities to see trends in organisational performance and context and addresses these trends with appropriate actions.
- Contributes to the development of strategy by researching industry trends and proactively proposing solutions.

Results

- Models strong communication skills, both written and oral, with very strong customer service orientation and strong negotiation skills.
- Works collaboratively with others and is able to build both formal and informal professional networks.
- Solicits advice, support, sponsorship and commitment that result in smooth transitions of change and the development of mutually acceptable solutions.
- Consults and collaborates to craft business solutions and deliver through influencing, listening and understanding the business challenges and needs.
- Analyses to critically evaluate the information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a more general understanding, distinguish presented user requests from the underlying true needs, and distinguish solution ideas from requirements.

Accountability

- Displays courage in providing of advice that has been rigourously considered and is supported by clear rationale.
- Applies sound business acumen and focuses on achieving objectives even in difficult circumstances.
- Demonstrates public service professionalism and probity and acts in accordance with legislative frameworks and the Code of Conduct for the Queensland Public Service. Is committed to personal development and continuous self-improvement.

Technical

- Demonstrated knowledge and experience working on digital and technology projects and in statistical and data/information analyses.

Highly Desirable Requirements

While not mandatory, relevant tertiary qualifications in Business and/or Information Technology will be highly regarded.

How to Apply

We would like you to provide information to initially assess your suitability for this role:

- Your current resume which details your work experience and any other information that is relevant to this role as well as the contact details for two work related referees (one being a recent supervisor).
- A written response of no more than two A4 pages in length to the key capabilities (as specified under the "What We're Looking For" heading), outlining your suitability for the role. To support your claims, you should include current and relevant examples of work experience.

Please use the "apply online" facility by visiting the Smart Jobs and Careers website www.smartjobs.qld.gov.au where you will be redirected to a recruitment agency website to apply for this position.

Additional Information

- 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, Public Trustee Human Resources 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.
- All Public Trustee staff may be required to have direct contact with various client groups that are serviced by the Office.
- The successful applicant may be required to travel interstate or intrastate in the performance of their duties.
- 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*.
- Applications will remain current for a period of twelve (12) months.