



THE PUBLIC TRUSTEE

Role Description

Position Number	8097E
Vacancy Reference Number	PT26/18
Role Title	Principal, Change (Organisational Change)
Status	Permanent, Full-time
Program	Digital and Technology
Location	Brisbane
Classification	AO8
Salary	\$4,380.70 to \$4,633.30 per fortnight
Total Remuneration	\$114,289 to \$120,879 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 Principal, Change will work across programs to ensure effective delivery of organisational change and build relationships that support The Public Trustee and strategic objectives.

This position reports to the Executive Director, Digital and Technology.

Your Key Responsibilities

- Develop a reusable, program agnostic framework for organisational change management across The Public Trustee
- Provide coaching and mentoring to designated change managers and champions across The Public Trustee
- Develop and facilitate the implementation of a change management strategy
- Develop a set of actionable and targeted change management plans, including communication plan, sponsor roadmap, coaching plan, training plan, resistance management plan, and plans for specific initiatives and issues arising to ensure they are resolved adequately
- Continuously monitor change readiness in business and develop relevant interventions
- Provide feedback and synchronize efforts across projects and business units
- Manage the design, development, and implementation of capacity building and knowledge transfer (training) based on the redesigned processes and systems
- Act as an active and visible coach to leaders who are change sponsors
- Create and manage measurement systems to track adoption, utilisation, and proficiency of individual changes
- Identify resistance and performance gaps and work to develop and implement corrective actions
- Create and enable reinforcement mechanisms and celebrations of success.

What We're Looking For

In the context of the duties described above, the ideal applicant will be someone who can contribute to The Public Trustee across the following capabilities:

- Demonstrates technical knowledge and experience in change management principles and methodologies
- Understands and supports the organisation's vision, mission and business objectives and champions innovative ideas and solutions
- Excellent interpersonal skills including the ability to influence across the organisation and externally
- Manages challenging relationships and inspires individual and team commitment in the pursuit of results
- Displays courage in the provision of advice and takes personal responsibility in addressing issues
- Models professional and ethical behavior in accordance with the Queensland Public Service legislative framework and Code of Conduct.

Highly Desirable Requirements

While not mandatory, relevant tertiary qualifications in Business, Organisational Psychology and/or Organisational Change or a related field 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.