



THE PUBLIC TRUSTEE

Role Description

Job Ad Ref	PT09/24	Classification	AO5
Role Title	Senior Information Management Officer	Salary	\$3,693.70 - \$4,006.20 per fortnight
Status	Permanent Flexible full-time	Total Remuneration	\$96,366 - \$104,519 per annum (plus leave loading and superannuation contributions of up to 12.75% of your annual salary)
Location	Brisbane	Contact Name	Eloise Beaman Manager, Information Management
Program	Information Management within Information & Technology	Contact Number	3564 2747
Position #	0815E	Closing Date	13 February 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 Information and Technology

The Information and Technology branch is PT's trusted partner and advisor for information management, digital, and ICT delivery and services. The branch is comprised of the following functional teams:

- Information Management (IM)
- ICT Service Delivery
- Vendor Management
- Security and Business Resilience
- Application support
- Business Engagement

Our services include information governance; records management; information security; strategy and architecture; infrastructure and platform management; vendor and procurement management; contract management, ICT asset management; ICT service management; business analysis; systems development coordination; knowledge management; and project delivery support. The Information and Technology branch falls within PT's Corporate Services division.

About the role

As Senior Information Management Officer, you will:

Act as an advocate for and promote Information and Records Management while ensuring alignment with PT's strategic direction and architecture, and conformance with ICT policies and standards. Use your Information Management background and technical skills to guide and support the organisation in Information Management best practice.

Reporting relationships:	This position reports to Manager, Information Management.
Leadership stream:	The position is aligned to the Individual Contributor stream of the Queensland Government's Leadership competencies for Queensland (LC4Q) framework .
Delegations:	The position exercises financial/human resources / statutory 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

Your key responsibilities include:

- Managing information and records in accordance with corporate policies, procedures and legislative instruments such as the Public Records Act 2002.
- Lead the sentencing and disposal of Public Trustee records in accordance with the Queensland State Archives (QSA) guidelines.
- Maintaining an in-depth knowledge of all PTQ current and past record classes (paper based and electronic).
- Supervising, coordinating and assisting information management staff to ensure service levels are achieved.
- Providing responsive support and mentoring in the investigation and resolution of information management issues including complex file requests and enquiries.
- Assist in the management of eDRMS administration including resolving incidents, managing problems, and troubleshooting complex issues with stakeholders including vendors
- Effectively engage, facilitate and deliver virtual and face-to-face training on Information Management and Information Management systems
- Participate in the delivery of Content Manager upgrades, patches and hotfixes, including designing user acceptance test scripts, promoting and championing take-up and use
- Management of incoming and outgoing mail and courier services for the Public Trustee

- Building effective relationships with key internal and external stakeholders to influence, promote and drive high performance Information Management initiatives and outcomes incorporating feedback for continuous improvement
- Maintaining a contemporary industry knowledge of information management and recordkeeping practices and participating in continuous improvement.
- Contributing to a positive and safe work environment by modelling conduct that is culturally capable, inclusive, respectful, and ethical
- Keeping yourself and others safe and well
- Other duties as required.

Key capabilities

As a Senior Information Management Officer, you will be valued for 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	Thinks critically and acts on the broader purpose of the system
	Stimulates ideas and innovation	Gathers insights and embraces new ideas and innovation to inform future practice
	Leads change in complex environments	Embraces change and leads with focus and optimism in an environment of complexity and ambiguity
	Makes insightful decisions	Makes considered, ethical and courageous decisions based on insight into the broader context
Results	Develops and mobilises talent	Strengthens and mobilises the unique talents and capabilities of the workforce
	Builds enduring relationships	Builds and sustains relationships to enable the collaborative delivery of customer focused outcomes
	Inspires others	Inspires others by driving clarity, engagement and a sense of purpose
	Drives accountability and outcomes	Demonstrates accountability for the execution and quality of results through professionalism, persistence and transparency
Accountability	Fosters an inclusive workplace	Fosters an inclusive workplace where health, safety and wellbeing is promoted and prioritised
	Pursues continuous growth	Pursues opportunities for growth through agile learning, and development of self-awareness
	Demonstrates sound governance	Maintains a high standard of practice through governance and risk management.

Mandatory requirements

While not mandatory, a qualification in an Information Management related discipline would be highly regarded.

How to apply

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

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 two pages) 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.

You must use the “apply online” facility by visiting the Smart Jobs and Careers website: www.smartjobs.qld.gov.au. Late applications cannot be submitted online. For a late application to be considered, please contact recruitment@pt.qld.gov.au

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 Public Trustee 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 3 month 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 Sector, 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.