OFFICE OF THE GOVERNOR

Role type
Fixed Term Contract (1-Year), full-time

Salary
$130,777 - $139,647 p.a. inclusive of Leave Loading and 12.75% Superannuation

Location
Government House Queensland, Paddington

Contact
Kate Broadley
Broadley Recruitment
Telephone: (07) 3473 3391

Job ad reference

Closing date

Working relationships
Reports to: Director Corporate Services
Direct reports: Nil
Team size: 10

About us
As an independent entity, the Office of the Governor provides best practice, quality advice and support to the role of the Governor and provides efficient and effective stewardship of the Government House Estate.

Our team
Corporate Services manages and coordinates the Office's governance, business systems and process improvement, human resources, and administrative support.

Our values
Flexibility – we strive for continuous improvement, innovation, learn from experience and are agile and resilient.
Leadership – we will assume responsibility and foster participation.
Teamwork – we achieve more and produce better results when we work as a team.
Integrity – we value honesty, authenticity, diligence and discretion in all our activities.
Respect – we value diversity and what it can contribute.
Communication – we communicate effectively and share knowledge to promote harmony and trust.

Business Improvement Project Officer (AO6)

The Business Improvement and Project Officer (BIPO) plays a key role in advancing the Office of the Governor's (Office) operational and technological capabilities. The BIPO is responsible for providing strategic guidance, expert advice, and hands-on management in the development and implementation of ICT and systems solutions. These initiatives are aimed at enhancing the Office's performance, ensuring compliance with relevant legislative frameworks, and fostering a culture of innovation.

By managing ICT projects and system improvements, the BIPO ensures that the Office's processes align with its strategic objectives, contributing to improved outcomes, streamlined operations, and effective change management.

_____

Key accountabilities

Business improvement initiatives:
Conduct research and analysis to produce detailed reports, briefing notes, and recommendations that support decision-making for ICT and systems-related projects.

Systems enhancements:
Manage the enhancement of key systems, including the Office's business applications and Microsoft products (e.g., Dynamics), to improve operational efficiency.

Project management:
Collaborate with the leadership team to develop and implement a comprehensive Project Plan for ICT and systems projects, ensuring timely and budget-compliant delivery.

Stakeholder engagement:
Build and maintain relationships with key stakeholders, including the Department of Premier and Cabinet (DPC), Queensland Parliamentary Services (QPS), and third-party vendors, to ensure smooth project delivery.

Communication and reporting:
Provide regular updates on project progress, ensuring clear communication with staff and stakeholders. Participation at internal meetings and contribution to internal reports, including the Leadership Report and the Annual Report.

Employee engagement and training:
Identify opportunities to enhance staff understanding of ICT systems and lead training initiatives as new systems and enhancements are implemented.

Systems oversight:
Oversee contractual arrangements for ICT systems, ensuring service quality, functionality, and alignment with business needs, while optimising value for money.

ICT Support
Provide the Office with ICT support, responding promptly to technical queries and issues.

Role requirements	
What we are looking for	Demonstrated expertise in ICT and business systems, including Microsoft Office products, including Microsoft Dynamics 365 and Power Automate and document management (TRIM) applications is essential. A high level understanding of the information security requirements that apply to the Office of the Governor and the ability to quickly grasp relevant legislation, frameworks and policies that shape the Office's strategic objectives. Proven experience in delivering ICT projects and leading change management initiatives within a complex organisational environment. Demonstrated strong consultative and relationship management skills to build, influence, and maintain effective partnerships with staff and stakeholders. Excellent interpersonal and written communication skills to influence and negotiate, build rapport, actively listen, and ensure solutions align with business needs. Capacity to provide evidence-based, impartial advice and solutions, while taking personal responsibility to meet objectives. Proven ability to provide ICT support, responding promptly to technical queries and issues, ensuring minimal disruption to business operations.
Qualifications **Technical/educational**	A relevant degree and experience in an IT or Business Management discipline, or an equivalent combination of relevant experience and/or education/training in a similar position.
Other	The role is expected to work both independently and across the whole of the Office. The position is required to liaise closely with the Department of Premier and Cabinet, Parliamentary Services and third party system support providers.
Behavioural competencies required	The Office is committed to leadership at all levels. You will contribute to setting the tone for the rest of the organisation and be required to display the following leadership behaviours: **Strategic thinking -** Apply analytical and creative thinking skills to identify and evaluate ICT and systems issues and opportunities, and craft solution-focussed interventions. **Innovation -** Encourage the mutual exchange of ideas, data, and information, engaging staff and stakeholders as active contributors. **High level communication -** Communicate effectively and professionally with all stakeholders, using appropriate modes and styles to suit the context and audience. **Time management -** Plan, prioritise and balance several projects or responsibilities simultaneously to achieve agreed outcomes. Adapt and adjust plans and timelines when new information or unexpected obstacles arise. **Drive accountability-** Actively role model accountability and nurture a culture that inspires collaborative, courageous and committed delivery of quality outcomes aligned to the Office's strategic objectives.