

Pam Potter

RESUME

CONTACT ME

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CURRENT EMPLOYER

- Department of Education
- 88,000 employees
- Distributed and diverse workforce
- Leadership position in Organisational Transformation and Capability

REFEREES

Coralie Nichols – 0488 980 458
General Manager
Dungog Shire Council

Jane Morgan – 0414 671 916
Consultant
Previous Executive
Brisbane City Council

SUMMARY OF EXPERTISE

I have extensive public sector experience spanning 30 years. Throughout this time I have been committed to the developing social identity and supporting workplace culture that values people, diversity and authenticity. I am infinitely curious, which keeps me attuned to new data and experiences, resulting in taking up leadership of agendas and driving innovation.

I have been described as having:

- Highly developed strategic human resources / employee relations capability in planning, policy and execution
 - Refined ability to influence and engage management and leadership teams in HR strategy and organisational change approaches that achieves real results
 - Outstanding ability to engage and gain trust and action at all levels of an organisation from the CEO to the shop floor
 - Commitment to creating solutions which are fit for purpose and align with desired workplace culture rather than buying off the shelf
- My approach to brings together a unique and integrated combination of:

- Specialised organisation development and transformational change management
- General human resources management and workplace relations
- Governance and legal acumen

KEY STRATEGY HIGHLIGHTS

I held a leadership role at the Sunshine Coast Council (1700 employees) for 10 year period most notably delivering:

Introduction and ongoing oversight of two year People Strategy x 2
Introduction and management of organisational Climate Survey x 3
Introduction of corporate values and behaviours
Change management lead in organisation-wide change in 2008 amalgamation and 2013 deamalgamation
Participation on steering groups to advise on strategic people and culture impacts and change management
Management of complex workplace relations cases

Key Metrics

Climate Survey response in 2016 of 82% (survey provider reported this was the highest rate of return for any local government)
88% employees proud to work for the organization
87% employees reported Council provided for their health and wellbeing
86% employees reported Council was committed to high standards of performance
85% of employees reported they understood how their role contributed to Councils long term goals and strategies

Awards

2017 Winners of LGMA Excellence Award for Workplace Wellness
2016 Australasian Winners of LGPA Challenge
2016 Queensland Winners of LGPA Challenge
2016 Finalists QLD Training Awards for Vocational Training
2016 Finalists Australian HR Awards for Health and Wellbeing

CAREER OVERVIEW

| Dates | Organisation | Role Title |
|------------------|--|---|
| Oct 17 – Current | Contractor | Change Manager, Department of Education Statewide Workforce Change Lead, Queensland Health |
| Feb 07 – Oct 17 | Sunshine Coast Council | Talent and Organisation Development Lead (Business Title Coordinator Employment and Development) Manager Human Resources (holiday reliefs) Legal Researcher (ad hoc) Divisional Change Leader Senior Organisation Development Consultant HR Account Manager |
| Jul 03 – Jan 14 | Freelance Consultancy, including multinational / international clients | eLearning Instructional Designer Organisation Development Consultancy |
| May 00 – Feb 07 | Brisbane City Council | Senior Organisation Development Consultant |
| Jan 98 – May 00 | Department of Employment, Training and Industrial Relations | Senior Consultant, Organisational Learning Services |
| 1988 - 1998 | Queensland State Government | Performance Analyst, Project Officer, Ministerial Media Officer, Office Manager, Executive Secretary, Administration Officer |

EDUCATION BACKGROUND

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|------|---|
| 2016 | Graduate Diploma in Legal Practice <i>Queensland University of Technology (QUT)</i> |
| 2015 | Bachelor of Laws (LLB) <i>University of Southern Queensland (USQ)</i> |
| 2010 | Graduate Certificate in Philosophical Studies <i>Griffith University (GU)</i> |
| 2007 | Graduate Certificate in Social Ecology <i>University of Western Sydney (UWS)</i> |

PROFESSIONAL DEVELOPMENT (snapshot)

| | |
|---------|---|
| 2018 | Board Readiness Program Women in Technology |
| 2015 | 4 Week Placement with Workplace Relations Team <i>Clayton Utz</i> |
| 2014 | Mediation Skills Training <i>Department of Justice and Attorney-General</i> |
| 2006 | Myers Briggs Type Indicator Accreditation (MBTI) <i>Australian Psychologists Press</i> |
| 2005 | Facilitation Skills <i>Internal Brisbane City Council program</i> |
| 2004 | Process Consulting Skills <i>Human Services Consultants</i> |
| 2001 | Professional Supervision <i>Macquarie House</i> |
| 1998 | Leadership in Organisation, Education, Community Settings <i>Institute of Psychodrama</i> |
| 1996-98 | Professional Development Program <i>Action Training and Development</i> |

