



Position Description

POSITION	Business Improvement Implementation Officer
SECTION	Corporate Strategy and Economic Development
DEPARTMENT	Corporate Services
ESTABLISHMENT NO.	N/A
POSITION TYPE	Term contract, full-time - 24 months
REPORTS TO	Coordinator Business Improvement
DIRECT REPORTS	No
POSITION GRADE	Band 3 Level 3 Salary System B Grade 16
APPROVAL LIMIT	\$0
RELEASE LIMIT	\$0
DATE	October 2019

POSITION PURPOSE:

- Working across the organisation at all levels to capture and improve business processes and support managers and staff to implement service improvements from the Better Practice Reviews (BPR) projects
- Providing expert advice on business process management, and promoting operational excellence and continuous improvement as a member of the Business Improvement team
- Act in accordance with the *New South Wales Work Health Safety Act 2011*, *Work Health Safety Regulation 2017* and the Work Health and Safety Management (WHS) System.

QUALIFICATIONS AND EXPERIENCE:

Essential:

- Tertiary qualifications in business or related discipline
- High level practical experience in a business improvement role or project management
- High level practical experience in end-to-end business process improvement, including mapping processes and delivering results to maximise efficiencies
- Broad knowledge of local government functions and governance
- Excellent interpersonal skills and ability to communicate, influence, challenge and build relationships at all levels with diverse stakeholders

- Strong computer skills and understanding of business information systems, process mapping software (such as Promapp, Visio) and business improvement tools and methodologies
- Experience in facilitating workshops and training or coaching with a range of stakeholders
- Excellent project management skills, including the ability to handle complex problems, prioritise and meet deadlines
- Current class C driver's licence.

Desirable:

- Process improvement or project management qualifications
- Change management certification
- Experience working with business analytics tools such as agile environment and lean frameworks.

AUTHORITY:

- The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities. The incumbent's authority is subject to any limitation imposed by the Management Team, Corporate Policies, Procedures and Work Instructions.

KEY ACCOUNTABILITIES:

- Support and work with managers and staff to implement the outcomes of Better Practice Reviews (BPR) and assist in capturing wins, dealing with barriers and capturing data around the change to inform the implementation reporting system
- Report BPR progress and change management requirements to the Coordinator Business Improvement
- Support the Coordinator Business Improvement with the development of administration and reporting systems and preparation of regular reports on the impact and outcomes of the BPR program
- Support BPR projects by:
 - Administering Council's business process management system
 - Analysing current work processes, recommend required changes and seek stakeholder buy-in for the recommended changes
 - Supporting and coach staff across the organisation in capturing and improving business process
 - Acting as a liaison point between technical specialists, front-line staff and external entities to ensure the accurate and timely identification

and communication of business needs and the clarification of issues.

Work Health and Safety (WHS):

- Implement, monitor and, or comply with Council's WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in their relevant work area
- Adequately familiarise themselves with their WHS responsibilities and actively fulfil these as indicated in the WHS Responsibilities guideline WHS001
- If this role is identified as a position with 'Chain of Responsibility' requirements, as defined by the *Heavy Vehicle National Law (HVNL)* and Regulations, you will, as far as reasonably practicable, ensure the safety of the vehicles transport activities. This is not limited to preventing breaches of mass, dimension, load, speed and fatigue laws and regulations
- If this role is identified as a position which undertakes child-related work, as defined by the *Child Protection (Working With Children) Act 2012*, the *Child Protection (Working With Children) Regulation 2013* and the Office of the Children's Guardian, you will be required to maintain a current and valid Working with Children Check, renewable every 5 years. In the event that there is any change to your Working with Children certificate clearance, you are obliged to report this to your Supervisor immediately
- WHS001 – Matrix is attached.

Corporate:

- Commit to and embrace the objectives of Our Blacktown 2036. Contributing within Council's staffing structure and program to deliver our corporate objectives and strategic vision.

Equal Employment Opportunity (EEO):

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

Environmental Sustainability:

- Act in accordance with the *Protection of the Environment Operations Act 1997*, the *New South Wales Local Government Act 1993* and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

DUTIES:

- Lead and facilitate business process improvement projects using various methodologies such as process mapping, value stream mapping, lean, etc
- Streamline end-to-end business processes and deliver quantifiable value
- Apply research skills to identify best practice techniques and develop innovative solutions
- Build capability and support a culture of continuous improvement by engaging all levels of the organisation in business process management
- Support the BPR program outcomes by providing support to teams undertaking their implementation projects as directed
- Facilitate workshops with key stakeholders to ensure requirements are gathered and well documented
- Train a team of business improvement 'Champions' who will implement improvements across the organisation
- Provide support for performance and compliance audits and support the organisation to implement approved recommendations from the BPR program
- Undertake other duties as relevant to the role or instructed by the Coordinator Business Improvement.

PERFORMANCE CRITERIA:

- As per Council's Performance Management System

Employee Name (PRINT): _____

Employee Sighted and Agreed: _____

Date: _____

Supervisor Name (PRINT): _____

Authorised by Supervisor: _____

Date: _____