

POSITION DESCRIPTION	
Title:	Business Improvement Coordinator
Group:	Organisational Performance
Reports to:	Group Manager Organisational Performance
Grade:	18
Hours:	35 hours per week
Vehicle:	No
Position Code:	51008
Pre-placement Medical:	Low Risk – Not required
National Criminal Check:	Not Required
WCCC Check:	Not Required
Date Developed:	13 February 2019
Position Purpose	
<p>This position is the driver to apply a holistic approach in managing continuous improvement initiatives to deliver key outcomes across Council.</p> <p>Business improvement will be led through the coordination and implementation of Council's Business Improvement Program and broader continuous improvement projects, initiatives and services.</p>	
Qualifications and Experience	
<i>(Minimum required/essential for success in the job)</i>	
<p><u>Essential:</u></p> <ul style="list-style-type: none"> • Tertiary qualification in a Business Improvement related field such as Business Management, Commerce; and/or extensive demonstrated experience within this field. • High level knowledge and skills of Business Improvement principles, methodologies and implementation. • High level project management and communication skills with the ability to clearly manage and convey information and ideas through a variety of channels. • High level interpersonal skills, including the ability to develop and maintain professional working relationships. • An ability to exercise critical thinking in the workplace and to demonstrate a high level of problem solving skills. • Ability to set priorities, manage competing demands, plan and organise own work to ensure objectives are met. • Demonstrated leadership, people management skills and ability to work independently and as part of a team across multifunctional projects and business units. • Personal values that align with Council's Core Values of Collaboration, Accountability, Integrity, Respect and Sustainability. 	

Desirable:

- Knowledge of Local Government's structure and operations.
- Business Improvement accreditation would be advantageous.

Main Activities/Tasks

Council operates on the principle of existing to provide benefits for our Community, Councillors, Customers and the Council itself – we call this the 4C's. This position is required to do everything they can to identify, develop, resource, provide, support and measure benefits to the 4C's.

Business Improvement

- Drive a continuous improvement culture by influencing and supporting change within and across business units to achieve business improvement outcomes.
- Lead the Organisational Business Improvement Program.
- Lead cross-organisational projects and teams through continuous improvement projects and initiatives, including defining project scope, collecting, measuring and analysing data and determining solutions.
- Project manage business improvement initiatives and manage key Organisational Performance Officers by providing clear direction and guidance to enable assistance in driving business improvement.
- Develop partnerships and collaborate across Council to ensure effective delivery of business improvement.
- Coordinate and facilitate meetings/workshops relating to business improvement, coaching employees, service levels, process mapping and monitoring progress.
- Use business improvement tools to identify and implement improvements.
- Review and create business improvement methodologies to support the effective delivery of continuous improvement initiatives and meet the changing needs of Council.
- Assist and support business units in the implementation of continuous improvement initiatives.
- Effectively measure improvement outcomes to demonstrate performance improvements.
- Support and coordinate community and employee engagement to inform and direct business improvement.
- Implement a communication plan to ensure regular and effective communication of business improvement across the organisation.
- Coach, train and support the organisation to understand and use business improvement tools and methodologies to promote and develop a culture of continuous improvement.
- Champion the need and benefit of using a holistic and structured approach to business improvement.
- Build an effective network of industry relationships to inform and enhance how we deliver business improvement and ensure we are recognised as a regional leader.
- Work in collaboration with the Executive Leadership Team and Senior Management Team to engage employees in Business Improvement culture and change processes by providing support and coaching to ensure successful implementation of Business Improvement initiatives across Council.
- Manage and collaborate with teams and individuals to ensure that Business Improvement deliverables and milestones are achieved.
- Take part in organisational initiatives including steering committees and project groups as they arise.
- Develop a high level understanding of business needs across Council and be pro-active in identifying continuous improvement opportunities.

- Identify and monitor key business processes to facilitate business and process improvement.
- Undertake regular audits of projects and ensure systems and associated data and measures are kept current and complete.
- Contribute to the delivery of Organisational Performance outcomes.
- Work on other change initiatives as required by Organisational Performance.

Work Health & Safety

- Required to take reasonable care of self and others in the workplace.
- Cooperate with all health and safety policies and procedures agreed to by management and employees.
- Report any unsafe conditions that are identified.
- Not bypass or misuse systems or equipment provided for WH&S purposes.
- Must participate in WH&S training as required and contribute to the identification of hazards and assessment of risks as required.

Accountability and Behaviours

- Customer service – championing an exceptional customer experience and evaluating customer satisfaction.
- Collaboration – develop cooperation and teamwork to bring stakeholders on a journey to work towards a common goal.
- Building partnerships – identify opportunities and take action to build strategic relationships to work towards achieving strategic initiatives.
- Continuous improvement oriented – continuously evaluate current activities and look for ways to improve quality, effectiveness and/or efficiency outcomes.
- Managing change – ensure clear communication of the requirements of change and provide support to ensure smooth implementation of those changes.
- Strategic thinking – understand the needs and future vision of the organisation to plan and strategise appropriately to maximise opportunity and performance.
- Communication (verbal and written) – communicate effectively, deliver training by adapting to the needs of the customers and produce high quality written reports.
- Managing organisational resources – ensure the effective, efficient and sustainable use of Council resources.
- Innovation – generates novel and valuable ideas, using these ideas to development new or improved processes, methods, systems, or services or products.
- Problem Solving (or Analytical Thinking) – builds a logical approach to address problems or opportunities or manage the situation at hand by drawing on own knowledge and experience base and calling on other references and resources as necessary,
- Results Oriented – demonstrates concern for achieving or surpassing results against an internal or external standard of excellence, shows a passion for improving the delivery of services with a commitment to continuous improvement.

Organisational Values

- Apply and demonstrate Council's Core Values of Collaboration, Accountability, Integrity, Respect, Sustainability.