

Position Description

Business Improvement Officer

Name of appointed officer: Vacant

Date of appointment:

Date of last review of position description: January 2018

Salary and conditions

All terms and conditions of employment are consistent with the Local Government (State) Award unless otherwise stated.

Assessed entry level of position within salary system:	Band 3 Level 2
Position limit within salary system: (20 Grade structure)	Grade 12 – Entry to Step 4
Status of position:	Permanent
Hours of work per fortnight:	70

Organisational relationships

Directorate:	Corporate and Governance
Unit:	Governance and Organisation Performance
Team:	Corporate
Work base:	Grafton
Position responsible to:	Director Corporate and Governance
Level of support and supervision:	Medium
Level of personal management	High
Level of teamwork required:	High
Supervision of staff:	Nil
Internal contacts:	All Sections of Council, in particular business/service process owners
External contacts:	Professional/special interest groups involved in and business and service improvement initiatives

Vision, mission and values

Our vision:	To make the Clarence Valley a community full of opportunity
Our mission:	To plan and deliver services valued by the community
Our values:	the acronym ' STRIVE ' describes the values and behaviours which are considered to be core requirements when we deal with each other and our community



Our Values and Behaviours	
Safe	
We will have a safety focused workplace culture to ensure the wellbeing of our staff and the community.	
Acceptable	Unacceptable
I am aware of hazards	I take shortcuts
I promote a safe culture	I ignore safety
I look out for others	I do not communicate
Teamwork	
We will work together as one council towards shared goals and for the greater good of the community.	
Acceptable	Unacceptable
I share the load	I undermine others
I communicate with others	I act in isolation
I value people's strengths	"What's in it for me?"
Respect	
We will be inclusive, treat people with courtesy and fairness, and ensure each individual is valued and heard.	
Acceptable	Unacceptable
I am inclusive	I am a bully
I value the skills and opinions of others	I am aggressive
I listen actively	I am a gossip
Integrity	
We will behave in a way that is honest, open, and transparent. We will take responsibility for our actions and strive for excellence.	
Acceptable	Unacceptable
I am honest	I lie and conceal
I work ethically and lead by example	I act corruptly
I am responsible for my actions	I undermine others
Value	
We will deliver services efficiently, effectively, and in an environmentally and financially sustainable manner.	
Acceptable	Unacceptable
I always look for improvements	I misuse Council resources
I work efficiently	I'm a bludger
I learn from my mistakes	I don't respect the environment
Engagement	
We will engage with our staff and community to inform our decision making, and create awareness of our activities.	
Acceptable	Unacceptable
I communicate in a clear and timely manner	I deliberately misinform (lie)
I am the face of Council	I don't value consultation
I value all our customers' needs	I ignore communication

Physical requirements of the position

Frequent use of computer keyboard

Prolonged periods of sitting

Purpose of the position

Assist the development, implementation and reporting of Council's Integrated Planning and Reporting (IPR) framework

Work collaboratively with staff across the organisation to build organisational capacity for continuous improvement

Facilitate identification and implementation of process improvement initiatives and monitor efficiency gains

Support the planning, delivery and achievement of organisational change

Major duties and responsibilities

Facilitate operational business improvement by supporting the development and implementation of consistent and on-going service review processes, across the organisation

Undertake current process mapping, prepare process improvement plans (including measures of success) and coordinate implementation of process improvement plans

Develop organisational key performance indicators (for internal and external reporting) in conjunction with the business process owners

Implement reporting processes for the measurement and monitoring of progress against the delivery of the adopted IPR documentation (Community Strategic Plan, Delivery Program and Operational Plan) and other strategic documents

Facilitate preparation of the Annual Report, Quarterly reports on Operational Plan implementation, the Delivery Program End of Term report and other reports as required by the Executive Team

Assist in the periodic review of the IPR documents (Community Strategic Plan, Delivery Program, Operational Plan and the Resourcing Strategy)

Coordinate cross organisational change management working groups to achieve specific strategic outcomes in collaboration with management

Implementation and on-going development of the Performance Planning corporate reporting software

Develop high level working knowledge of Council's policies and procedures

Undertake research and analysis to integrate best practice into business processes and make recommendations in relation to organisational improvement initiatives

Be pro-active in relation to currency of knowledge of emerging issues, trends and impacts across Council

Essential selection criteria

The selection criteria must be addressed as part of your application. Applicants must meet the essential criteria in order to be considered for interview.

Education and knowledge

Tertiary qualifications in either Business, Change Management or Process/Systems Management; **or** equivalent relevant industry experience

Licences/tickets, clearances, membership

Current Drivers Licence

Experience

Demonstrated ability to undertake research and analysis and to liaise with a range of stakeholders to scope, develop and facilitate delivery of meaningful business plans, performance indicators and reports

Proven track record delivering tangible business improvement results, including efficiency gains

Demonstrated problem solving to improve efficiency in processes and services

Position related skills

General computer literacy in Microsoft Office and software applications relevant to the role

Demonstrated well developed written and verbal communication skills

Demonstrated ability to implement change

Demonstrated time management skills and capacity to meet tight deadlines

Demonstrated ability to work collaboratively, and to coordinate and facilitate cross organisational teams

Work qualities

Behaviour that positively demonstrates commitment to Council's STRIVE values

Desirable selection criteria

The following criteria are considered important and demonstrated capacity to meet them will be highly regarded.

Education and knowledge

Sound understanding of the Local Government Act and Regulations as applicable to the role

Licences/tickets, clearances, membership

Membership of Corporate Planning, Business Improvement or similar professional network or special interest group

Experience

Previous Local Government experience in a similar or related role

Position related skills

Experience in implementation and usage of performance management software

Demonstrated experience working with process mapping software

Desirable selection criteria

Ability to facilitate discussion/focus groups and to negotiate effectively

Demonstrated ability to understand and apply legislation and guidelines (such as the Local Government Act and Regulations and the IPR guidelines)

Other features of this position may include

Attendance at community consultation or other public meetings as required

Generic performance requirements

Ethics/probity – act in accordance with the Code of Conduct.

Equal employment opportunity - comply with Council's Equal Employment Opportunity (EEO) Protocol.

Health and safety (WHS) - undertake duties and act at all times in accordance with the WHS Management System.

Other duties (outside of specific position requirements) - under the provisions of the Local Government (State) Award, Council may direct any employee to carry out duties that are believed to be within the employee's skills, qualifications, competence and fitness capabilities, whether or not they are a usual function of the position. Where an employee is required to perform duties associated with a higher position, the **Use of skills** Clause in the Local Government (State) Award will apply.

Declaration

In signing this declaration I acknowledge that I,
have been advised of the requirements, terms and conditions of appointment to this position based on this Position Description.

Signed: Date

Employee

Signed: Date

Senior Coordinator People, Culture and Safety
