

# POSITION DESCRIPTION

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| Position Title | Business Improvement Facilitator  |
| Position Number | SP-EX-53 |
| Grade | 18 |
| Reports To | Group Manager – Transformation & Business Excellence |
| Division | Transformation & Business Excellence |
| Hours | 70 hours per fortnight |
| Award | Local Government (State) Award |
| Budget | N/A |
| Staff Responsibility | N/A |

## *Position Purpose*

### Reporting to the Group Manager – Transformation & Business Excellence, the purpose of

### the role is to support the transformation of the newly amalgamated Cumberland Council.

This includes facilitating business improvement across the organisation, embedding business excellence principles and applying change management within the organisation to create an environment and culture that contributes to sustainable business success and ensures delivery of best value to our community.

### The position will have a high level of interaction across the organisation and will involve

### extensive, ongoing cooperation and coordination across all business units. This is very

### much a ‘hands-on role that requires someone with significant energy and drive, as well as

### highly developed experience in facilitating productive relationships, delivering results and

### successfully driving change.

***Essential Criteria:***

1.1 Relevant tertiary qualifications in Business, Quality, Change Management or other related discipline and/or demonstrated relevant experience at a senior level

1.2 Demonstrated experience in facilitating Lean Six Sigma improvements to deliver successful and significant business outcomes along with a demonstrated ability to identify, implement and review the process to affect change(s) in service delivery

1.3 Highly developed experience in creating and executing change management strategies and plans that maximise employee adoption and minimise resistance

1.4 Demonstrated experience in project management including scoping, design, resourcing, report writing and delivery of complex projects to agreed time, cost and quality

1.5 Highly developed facilitation and presentation skills

1.6 Highly developed prioritisation skills and the ability to manage multiple high profile projects with competing deadlines concurrently

1.7 Behaviour that positively demonstrates Council’s values

***Desirable Criteria*:**

1.8 Demonstrated ability to assist with the development and implementation of business

plans including budgeting, cost control, performance management and monitoring and

reporting on service outcomes.

1.9 Local Government Experience

### Key Relationships

1. Within the Group

 All staff within the Group

1. Outside the Group

 All staff of Council

1. Outside of Council

 Staff of other Local Government Authorities

 Members of the public

 Contract service providers

### Principal Responsibilities

***3.1 Strategic Focus & Development***

* Assist the Group Manager in setting and implementing the corporate direction for the team, including vision, strategic directions and actions
* In consultation with the Group Manager, develop an annual work plan including strategic, operational and performance objectives for Transformation and Business Excellence
* Ensure all planning is consistent with the organisation’s strategic direction and plans; and with Council directions
* Communication and promotion of the Business Excellence Program, framework, structure and practices along with the expected outcomes across Council
* Report regularly on performance against agreed objectives, project or performance targets and milestones
* Ensure effective liaison is conducted with other areas of Council to achieve a holistic approach to Transformation and Business Excellence
* Provide assistance and expert knowledge across Council to integrate the Business Excellence Program and relevant practices into business plans and individual work plans

***3.2 Business Excellence***

* Promote and champion the Business Excellence Program, framework, structure and practices
* Promote and develop mechanisms that advance Council’s high performance and service cultures, plus the effectiveness and service delivery levels of its key processes
* Act as a change agent to assist the team and its clients respond effectively to continuous change
* Facilitate a common understanding of Quality principles and practices across Council, enabling the practical application of quality tools and techniques to improve business practices
* Facilitate the improvement of better practices by ensuring strong technical (e.g. business improvement, facilitation, and project management) skills are adopted and practiced at all times
* Engage cooperatively with others to ensure timely and complete delivery of business improvement initiatives and related objectives
	1. ***Project Management***
* Responsibility for managing complex and potentially high profile projects for Council, related to Business Excellence and improvement programs. The tasks involved will include the full range of project management matters, including scoping and proposing projects (including an understanding of the political realities of projects), reviewing feasibilities and co-ordinating stakeholders, managers and staff etc.
* Ensure effective and timely delivery of all components of projects, in addition to other administrative and special project functions as required by the Manager or Executive
	1. ***Operations***
* Be responsible for day to day decision making and for providing clear and concise written advice and recommendations to group managers, managers and Executive, together with providing guidance to less experienced staff within the team and across Council
* Completing the necessary documentation related to Business Excellence projects including progress updates and communications as relevant
* Contribute at a senior level to the daily operations of the team to ensure a flexible and responsive service.
	1. ***Teamwork***
* Ability to work independently and in a team environment, developing and maintaining co-operative relationships with internal and external stakeholders, with a demonstrated commitment to excellence in customer service
* Foster and promote a positive service culture from within the Transformation and Business Excellence team.
	1. **Personal Development**
* Take personal responsibility for behaving in accordance with the organisations’ values and directions
* To actively participate in continuous improvement of systems, procedures, organisation culture and cross organisational communication.

### *\*While this position description covers the key areas of responsibility, day to day tasks and responsibilities may vary and be in addition to those listed above (reasonably within the limits of the employee’s skill, competence and training).*

### Risk Management

***Worker Risk Responsibilities***

Staff are required to act at all times in a manner which does not place at risk the health and safety of themselves or any other person in the workplace. Staff should provide input into various risk management activities. Staff are responsible and accountable for taking practical steps to minimise Council’s exposure to risks including contractual, legal and professional liability in so far as is reasonably practicable within their area of activity and responsibility.

### Work Health Safety

***Worker WHS Responsibilities***

* Comply with all Council safe work policies and procedures and any reasonable safety instructions given by your Manager or supervisor.
* Work with due care and consideration to safeguard your own health and safety and the health and safety of others and report any potential hazards, incidents or injuries to your manager/supervisor.
* Only undertake tasks that you have been appropriately trained in, and are qualified and competent to undertake in accordance with Work Cover requirements.
* Participate and assist in achieving set WHS targets and target completion times.
* Support Rehabilitation in the workplace.
* Attend all relevant safety training and information sessions provided.

### Energy & Water Commitment Statement

***Employees Responsibilities***

Staff are responsible for taking practical steps to reduce Council’s energy and water use within their activity and responsibility.

### Child Related Position

This position is not currently designated as child related but Council may at any time choose to apply to the *NSW Office of the Children’s Guardian* to have this role designated as child related, even though it may not involve face to face contact with children. Workers would be duly notified if this was to occur.

### Record Keeping

To accept and undertake the requirements and obligations for effective recordkeeping as outlined in the document 'What have records got to do with me?' and to ensure the creation, careful handling and preservation of records which are entrusted to my care, as an employee of council.

### Signatories

I agree this position description accurately reflects the duties and responsibilities of my role:

Name:

Sign:

Date:

Managers Name:

Sign:

Date: