

## POSITION DETAILS

<b>Position Title:</b>	Continuous Improvement Officer	<b>Position Grade:</b>	10
<b>Department/ Directorate:</b>	Strategy and Innovation	<b>Position Status / Hours per Week:</b>	35

## PRIMARY PURPOSE OF THE POSITION

To support the delivery of Council's Continuous Improvement Program through facilitating process mapping with teams across the organisation, actively supporting council's corporate planning team in the preparation of the suite of IP&R documents, statutory reporting, Project Management Office (PMO) functions and assisting with the implementation of improvement projects as required.

Activities that the position will undertake include:

- Preparation of corporate data for department business plans
- Assistance with preparation of IP& R documents
- Facilitate process mapping workshops with business teams
- Assist in the identification of process improvement opportunities
- Assist in the development of business measures with business teams
- Assist in the support and delivery of PMO initiatives as required.

## SELECTION CRITERIA

### Education / Qualifications

Tertiary qualifications in business improvement or related discipline or demonstrated experience in undertaking process improvement, project management, or corporate planning work

### Essential Experience/Specific skills

Experience in facilitating process mapping, including identifying process improvements  
Strong verbal communication and interpersonal skills including facilitation of group meetings to achieve outcomes  
Strong level of computer literacy in MS Office applications  
Report writing and proof reading skills

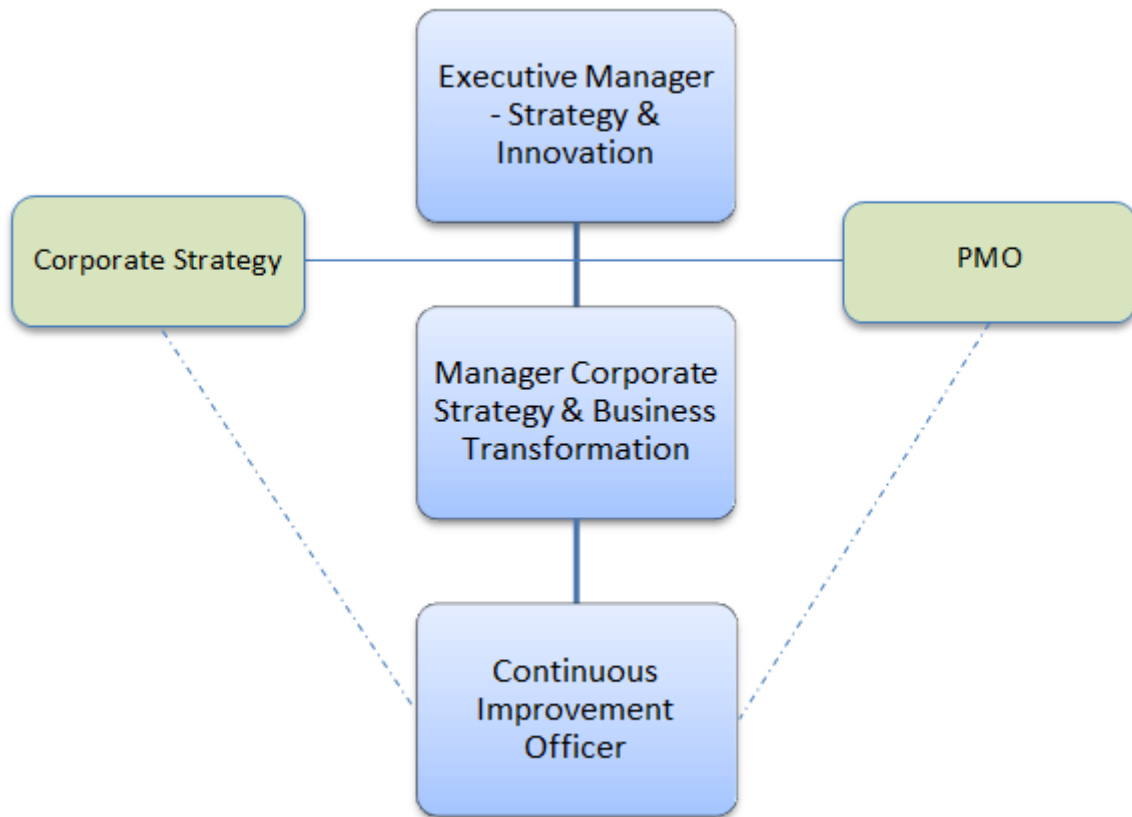
### Desirable Qualifications, Experience and/or Skills

Demonstrated experience in collecting, collating and interpreting data and information  
An understanding of the range of services provided by local government  
Experience in business process improvement utilising continuous improvement tools including Lean methodology  
Experience working in a local government environment

### Personal Attributes

Relationship builder and networker  
Able to effectively manage competing priorities and work under pressure to meet deadlines  
Collaborative, problem solving approach  
Able to communicate effectively across all levels of the organisation

## ORGANISATIONAL CHART



## SERVICE ACCOUNTABILITIES – Contributes to

The statements below indicate how the duties and responsibilities of this position contribute to the wider activities carried out by the Strategy and Innovation Directorate of the organisation.

## CORPORATE ACCOUNTABILITIES

The statements below indicate the relevant organisational “Accountabilities” that the position holder is required to observe.

1	To comply with legislative requirements
3	To adhere to Council plans, policies, procedures and Code of Conduct
4	To understand, adhere and promote all WHS policies and procedures
5	To understand, adhere and promote Council's EEO policies and procedures.
7	To understand and respond to the needs of our customers in accordance with the Customer Service Charter
8	To deliver your accountabilities and meet your project milestones, performance targets and service levels as required within your job plan
12	To actively document all policies, procedures, projects and activities (as required)

## CORPORATE ACCOUNTABILITIES

13	To actively share information and knowledge on issues, training and better practice to relevant staff
14	To identify and initiate improvements of business systems to maximise service delivery
15	To identify and initiate improvements of processes to maximise service delivery
16	To deliver all project deliverables through PM_CoR methodology
17	To identify and minimise exposure to risk
20	To be involved in or provide feedback on corporate initiatives
21	To positively and proactively work with others across the organisation to deliver the outcomes
25	To model Council's values
26	To create and contribute to a positive work environment within my team, my Unit and the workplace.
28	To undertake relevant training to improve performance of the individual, organisation and meet mandatory requirements

## WORK HEALTH AND SAFETY RESPONSIBILITIES

You are required to perform your duties in accordance with this Position Description, City of Ryde Code of Conduct, policies procedures and instructions, where appropriate. You are also responsible for the following:

### Work Health and Safety

- Follow safe practices/procedures to perform your duties in a manner, so as not to put yourself or others at risk of harm;
- Participate in development of safe work methods and risk assessments with your Supervisor when required;
- Actively participate in WHS inductions and training when required;
- Wear Personal Protective Equipment (PPE) in the prescribed manner and when specified;
- Participate in workplace inspections if required;
- Take care of any plant or equipment of any kind, including computer and other telecommunication devices;
- Participate in emergency preparedness training, including any required knowledge for business continuity plans;
- Report all hazards, near misses and damage to City of Ryde property to your Supervisor.

### Certificates of Competency / Licences

- Where required for the position, either by legislation or through City of Ryde policies and procedures, maintain all certificates, licences, operative training etc, and advise Supervisors of any change to these, including vehicle licences.

### Injury Management

- Report all injuries/illnesses to your Supervisor immediately;
- If injured at work, actively cooperate and participate to comply with obligations imposed under injury management and return-to-work plans where applicable.

### Risk Management

- Report any potential public liability and professional indemnity exposures in your workplace to your Supervisor.

## OUR VALUES

All employees at City of Ryde are to observe our values which are:

### **Safety**

We are committed to preventing injury to ourselves, our team and our community.

### **Teamwork**

We work together with respect and support.

### **Ethics**

We are honest, responsible and accountable for our actions.

### **Professionalism**

We deliver effective services to the community with consistent decision-making.

Employee's Name	
Employee's Signature:	
Date:	