

Position description

Our Vision

A vibrant region to
Live > Enjoy > Grow
that is inclusive,
resilient and
progressive

Our Values

- > Integrity
- > Leadership
- > Vision

POSITION DETAILS

POSITION TITLE	Business Improvement Manager
GRADE	20
OCCUPANT	Vacant
DIRECTORATE	Transformational Change
REPORTS TO	Executive Leader Transformational Change
POSITION STATUS	Permanent
HOURS PER WEEK	35
NO. DIRECT REPORTS	1
NO. INDIRECT REPORTS	Nil
OPERATING BUDGET	
CREATED	June 2022

POSITION PURPOSE

The role of the Business Improvement Manager is to work collaboratively across Council to develop, deliver, support, and review Council's Information Communications Technology (ICT) capability to ensure services provided meet the needs and expectations of the organisation. The role is responsible for identifying and delivering strategies and initiatives that facilitate and integrate innovative ways for Council's information and software solutions to be used to deliver outstanding customer experience and business improvement.

KEY ACCOUNTABILITIES / DUTIES

OPERATIONAL RESPONSIBILITIES

- > Undertake Business engagement and analysis to gain a comprehensive understanding of council's operational environment to develop a detailed program of work for business improvement
- > Work collaboratively with business stakeholders to design, develop and deliver business systems solutions to meet the identified business requirements to internal and external stakeholders
- > Encourage development of integrated ways of working together across Council to maximise capability, knowledge capital and efficiency
- > Provide business systems configurations (including data migration) design and implementation services together with effective practice of Change Management processes including scope control/management and moving or deploying solutions between environments and to production
- > Actively develop or contribute and review Council's ICT Strategy with the Executive Leader Transformational Change to deliver a contemporary technology ecosystem that builds value across council
- > Oversee development of training and continuous improvement programs with the Learning Development Officer to be rolled out with the business improvement program of work
- > Ensure effective practice of Security Management processes including applying, monitoring and maintaining strong principles for system access, process management controls, and auditing and system security
- > Manage and maintain corporate systems portfolio across Council including, but not limited to: Property and Rating, Financial, Asset Management, Records Management, Aged Care and NDIS, and HR etc
- > Introduce and manage centralised procurement, budgeting and business case co-design processes for all business systems procurement.
- > Manage vendors and suppliers as critical partners ensuring delivery of quality of service and value for money across all aspects of the relationship including service level agreements, contracts, contract negotiations, understanding latest offerings and opportunities to ensure council maintains a contemporary compliant environment
- > Ensure applications/software environments are fully maintained with appropriately supported updates, patches and/or service packs in line with good practice system maintenance policies
- > Ensure completeness of root cause for major/critical incidents, and where possible resolve or provide workarounds, suggestions and improvements to mitigate future incidents
- > Provide guidance, business process and applications expertise to business systems projects as a core member of cross functional project teams. This includes following standard project management practices and processes to deliver outcomes
- > Identify opportunities, implement and review options to improve the efficiency of Council's business processes and workflows

- > Encourage and promote the adoption of new technology, business processes and continuous improvement
- > Act as Council primary contact for strategic information and technology matters
- > Act as Council primary contact for IT service contracts and to act on concerns raised as a result of unsatisfactory service delivery (ie supervision of the external help desk)

STAFF MANAGEMENT

- > Staff reporting directly to the position include a Learning Development Officer
- > Undertake annual performance reviews of staff
- > Undertake staff performance management
- > Monitor staff performance and training needs
- > Liaise directly with the Executive Leader Transformational Change regarding training needs

SELECTION CRITERIA

ESSENTIAL CRITERIA

- > Tertiary qualification in Business Systems or Information Technology, and/or substantial industry experience
- > Substantial knowledge and demonstrated experience in Business Systems development and delivery
- > Demonstrated experience in project management and project team leadership
- > Strong focus on Change Management practices for ICT and Business Systems
- > Customer focused with the ability to understand the business needs, objectives and constraints of clients
- > Excellent written and verbal communication skills
- > Current Driver Licence

DESIRABLE CRITERIA

- > Familiar with project risk management methods and techniques
- > Local Government knowledge and experience
- > Experience in vendor management, contract negotiation and service level agreements
- > Knowledge and understanding of ICT supporting infrastructure
- > Experience using Relational Database Management Tools, SQL including using Crystal Reports, Microsoft software packages, database administration, web development and technologies
- > Experience in Standard Operating Environment (SOE) development, testing and rollouts

AUTHORITY AND ACCOUNTABILITY

- > Policy, processes and procedures are readily available but the jobholder is required to choose the appropriate actions within these frameworks. Unusual problems may be referred for clarity of policy direction or guidance.
- > Decisions made by the job holder affect the work and activities of others within the department.
- > The work of the job holder influences the external environment by ensuring services are consistent with Council standards.
- > The jobholder is responsible for ensuring that Council and operational standards and processes requirements are met at an operational level.
- > The job holder develops a complete budget for a section or a specific project. Responsible for costing resources/time/people and materials.
- > The job holder should review financial targets for section and forecast costs and commitments. Achieve results through cost and revenue targets and active management of expenditure for section. Use procedures such as benchmarking to monitor cost effectiveness.
- > This job has contract management responsibility from \$101,000 to \$1m.

JUDGEMENT AND PROBLEM SOLVING

- > Problems are solved by evaluating and analysing readily available information. Judgement is important as there is often no right or wrong solution.
- > The jobholder must make judgements or recommendations based on advanced analytical or creative thought.
- > Ongoing planning is required to ensure strategic outcomes or the coordination of resources covering multiple work cycles or long term projects.
- > Understand the current and desired market positioning and strategic business direction of the organisation and apply business principles to the Department(s) to achieve these aims.

MANAGEMENT SKILLS

- > Direct supervision of an employee or team of employees or leading a team of professional or specialist staff on special projects or assignments.

INTERPERSONAL SKILLS

- > This job requires written communication skills which enable the job holder to write detailed correspondence, reports and submissions that require original sentence, paragraph construction and wording.
- > The job holder is required to provide basic information to customers and assist with routine service problems and should recognise when a problem is 'too delicate' or 'volatile' to be handled by self and refer to others.
- > The job holder is required as a major part of the job to provide service to internal customers, with accountability for measuring and consistently improving service.
- > Responsible for team building and team development.

CORPORATE WIDE ACCOUNTABILITIES

WORK HEALTH AND SAFETY

All employees are responsible for the Work Health and Safety (WHS) for Gilgandra Shire Council and their duties include:

- > Complying with Council's WHS policies and procedures
- > Working with due diligence and consideration to safeguard their own health and safety and the health and safety of others
- > Reporting an potential hazards, incidents or injuries to their Supervisor or People and Culture within 48 hours
- > Participating in any WHS consultation arrangements
- > Complying with any Return to Work Plan if injured and supporting rehabilitation in the workplace
- > Correctly using all personal protective equipment
- > Complying with emergency and evacuation procedures and site rules if applicable

SUSTAINABILITY AND TRANSFORMATIONAL CHANGE

Staff will give equal priority to improving and enhancing Council's economic, social and environmental outcomes by integrating sustainability and transformational change into all decision making processes. This includes continuously increasing efficiencies, reducing resource use, sustainable procurement, maintaining service levels and protecting our natural assets. It is expected that all staff can demonstrate awareness and participation in sustainable and transformational change work practices.

CODE OF CONDUCT AND EQUAL EMPLOYMENT OPPORTUNITY

Staff will, at all times, adhere to:

- > Council's adopted Code of Conduct
- > Council's Equal Employment Opportunity and Workplace Bullying policies to adopt a fair and equitable workplace free of illegal discrimination, harassment and bullying behaviour.

ACCEPTANCE

I, _____ confirm I have read and understood the Position Description. As the incumbent of this position, I agree to work with the requirements of the position and will abide by Gilgandra Shire Council's policies and procedures.

I understand this Position Description is designed to guide the responsibilities and activities to be undertaken in this position and is not intended to be an exhaustive list. I acknowledge that the organisation, in response to changing priorities, may vary tasks and responsibilities from time to time.

Signature: _____ Date: _____