**POSITION DESCRIPTION**

**Position title:** Continuous Improvement Specialist – Customer 360 program

**Location:** Geelong – Head Office

**Reports to:** Customer 360 Business Lead

**Entities:**  GMHBA

**Organisational level:** Technical Specialist

**Reports:**  0

**Job Purpose:**

As a Continuous Improvement Specialist, you will provide subject matter expertise in relation to process optimisation initiatives associated with the Customer 360 program of work. This will be achieved through the provision of specialist knowledge and application of continuous improvement methodologies to enhance organisational efficiency and effectiveness.

**Accountabilities:**

**Key Tasks and Implementation**

* Through a thorough understanding of business processes, identify areas for improvement, inefficiencies, and areas for optimisation.
* Collaborate with cross-functional teams to develop and implement continuous improvement initiatives that drive measurable results and support strategic objectives.
* Work with Subject Matter Experts to gather and document business requirements for Customer 360 implementation. This will involve the identification of key tasks, systems and processes and develop improvement recommendations.
* Based on the gathered requirements, collaborate with the Customer 360 project team to design the solution to meet the specific needs of GMHBA.
* Analyse and measure existing processes through the development of process maps and the use of other process improvement tools to complete root cause analysis and identify areas of opportunity.
* Complete future state analysis, identifying and assessing alternatives and completing risk assessments to ensure future states does not compromise quality control.
* Monitor and evaluate the effectiveness of implemented improvements and adjust as necessary to ensure sustained improvements.
* Develop and maintain documentation of processes, procedures, and standard work instructions to ensure consistency and facilitate knowledge transfer.
* As directed, coordinate the documentation of process changes through the development/update of process maps, policies and procedures whilst following an agreed process improvement methodology.

**Regulatory & Reporting**

* Source and provide ad hoc data in support of continuous improvement initiatives.
* Ensure compliance with the Company’s Delegated Authorities, Business Plan, Policies and Standards.
* Assist operational teams to ensure all processes comply with internal audit, external audit, regulatory and code of conduct requirements.
* Keep up to date with regulatory trends and changes.
* Prepare reports and submissions for stakeholders and committees as required.

**Stakeholders & Advice**

* Provide expert advice and recommendations to key stakeholders to facilitate understanding for robust decision making.
* Collaborate with key staff to assist in the design and implementation of processes and procedures keeping quality and efficiency at the forefront.
* Take opportunities to maintain positive and constructive relationships with regulators, auditors and other external stakeholders.

**Occupational Health, Safety & Wellbeing**

* Ensure that reasonable care is taken for own health and safety and for that of others who might be effected by their actions or behaviour.
* Do not place others at risk through your actions.
* Identify and promptly report all accidents, hazards and other health and safety concerns to management and/or the designated Health and Safety Representative (HSR)
* Follow agreed safe work practices and use the equipment provided appropriately and as per its intended use.
* Promote health, safety and wellbeing through actions and behaviours.

**Other**

* Participate in the design, build and roll-out of business change programs designed to strengthen GMHBA’s performance
* Perform 1st Line of Defence duties by identifying operational risks, assist in investigating their root causes and provide support to mitigate risk through understanding control effectiveness and recommending risk improvement.
* It is not the intention of this position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position
* The accountabilities described within may be altered in accordance with the changing requirements of the role.

**Key Relationships:**

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| --- | --- |
| **Internal:**   * Customer Leadership * PHI Operations * Benefits Management * Digital * Product & Commercial * Health & Branch Network * Risk and Compliance * Technology & Data * Business Intelligence | **External:**   * Software Vendors * Australian Health Services Alliance * Medicare and other Government Agencies * Brokers and Agents * External Auditors * Other Third Parties |

**Skills, Experience and Qualifications:**

**Mandatory**

* Lean Six Sigma green belt certified or equivalent experience or qualifications in continuous improvement, process re-engineering, business analysis and/or project management methodology.
* Demonstrated experience in the development and implementation of a range of process improvement projects end to end in a service industry (3+ years).
* A proven ability to effectively engage a diverse workforce through periods of change
* Highly developed leadership, communication, negotiation and influencing skills
* Advanced data analysis experience

**Highly desirable**

* Tertiary Qualifications in business, commerce or a related discipline.
* Demonstrated experience in health Insurance or an insurance related field
* Experience working in an Agile environment
* Experience in or exposure to applying Human Centered Design or Design Thinking.