

Position Description

Title: Principal Business Improvement Officer (Position 171)	Award Classification: Band 3, Level 3
Department: Organisation Development and Performance	Salary Classification: Grade 6
Tenure: Permanent Full Time	FTE: 1

Context:

The Corporate and Commercial Division provides a range of services and advice to Kempsey Shire Council to support the organisation achieve its strategic goals. Through the establishment of effective internal systems, the Organisation Development and Performance Department encourages continual improvement of the organisation while positioning Council as an employer of choice. Service and advice are provided in the areas of strategic human resources planning, organisation culture, change management, talent management, performance management and reporting, work health and safety, learning and development, attraction and retention, and career development.

Role Purpose:

This position supports Council's direction by working collaboratively with staff across the organisation to build organisational capacity for continuous improvement and supporting the planning, delivery and achievement of organisational change. This position will also facilitate the identification, analysis, implementation of improvement initiatives and monitor efficiency gains using best practice methodologies; and coordinate reporting Council's annual Integrated Planning and Reporting function.

Key Accountabilities:

- Promote and embed business excellence principles, tools and techniques throughout the organisation, including but not limited to Lean, Six Sigma, 5S;
- Investigate and implement an organisational quality management framework, system and process improvement options to streamline processes to maximise compliance, governance, effectiveness and efficiencies;
- Develop, embed and coordinate an internal communication process which allows all relevant stakeholders across council to have input into continuous improvement programs and opportunities;
- Coach, facilitate and provide specialist business improvement advice to department team members via targeted workshops to document business processes and identify and resolve specific issues critically impacting business outcomes and require urgent attention;

- Work closely with Managers to review the effectiveness and efficiency of operations, assess the adaptive capacity of teams, and develop performance measures for departments; and
- Coordinate the reporting of Council’s annual Integrated Planning and Reporting function, in-line with the Local Government Act 1993, and Integrated Planning and Reporting Guidelines.

Core Competencies:

- Demonstrated understanding of the principles of the Australian Business Excellence Framework as a lens for assessment or a working knowledge of business and process improvement methodologies;
- Knowledge of or ability to acquire, understand and apply the following standards:
 - Integrated Planning and Reporting Guidelines (Local Government Act, NSW)
 - ISO 9001 – Quality Management Systems;
 - AS/NZS ISO 9004:2011 Managing for the sustained success of an organisation, A quality Management Approach; and
 - Investors in People (UK standard)
- Significant experience in conducting business improvement reviews across a broad range of processes;
- Demonstrated ability to reason conceptually, negotiate effectively and to solve complex problems, high priority issues and business processes; and
- Highly developed written and oral communication skills, combined with a proven ability to negotiate and interact on complex and sensitive issues.

Supervision Received:

This role reports to the Manager Organisation Development and Performance.

Supervision Exercised:

None.



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our community to build an
inspired, connected
Macleay Valley”**

Role Authorisation:

.....(Director Signature) Date

Role Acceptance and Accountabilities:

The work of the role has been discussed and explained to me and I expect to be held to account for work performed in accordance with this role.

.....(Role Incumbent's Signature) Date