

Position Title:	Business Improvement Officer		
Position Code:	TBA	Evaluated:	05/02/2019
Award Classification:	Band:	3	Level: 1
Salary System Grade:	Grade:	4	Minimum Level: Entry
Approved:	Fiona Plesman		Date: 17/07/2021

Primary Purpose of the Position

This position supports Council in the coordination of a range of complex systems in relation to management of, business improvement, integrated planning, communications and policy management.

Job Specific Key Accountabilities



The following Job Specific Key Accountabilities provide a high level description of the outcomes that the incumbent of this position is expected to deliver. These accountabilities are outcomes focused, and should be considered alongside Council's **Our People Capability & Behaviour Framework**:



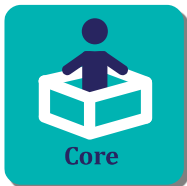
1. Support the Governance Unit in the coordination of a range of complex systems used to manage Integrated Planning, Business Improvement, Service Delivery Reviews, Communications and Policy management.
2. Provide assistance in the development, implementation, monitoring and continual improvement of council business processes and systems.
3. Plan and carry out service reviews in collaboration with other internal stakeholders as required.
4. Support business improvement activities and gather data for annual submissions as part of the local government management performance reports.
5. Undertake review of data to ensure accuracy in record keeping and reporting.
6. Assist in the preparation of written communications to the community and other levels of government, on behalf of Council.
7. Undertake analysis and research as required in relation to complex reports and data (e.g. policy, local government issues) to support grant applications and preparation of budgets and capital expenditure reviews.
8. Assist in graphic design and website content design and maintenance when required.
9. Any other such duties that are commensurate with the employee's skill level, competency and training.

Key Capabilities

The Muswellbrook Shire Council **Our People Capability & Behaviour Framework** applies to all Council employees. This position requires the following level of capabilities and behaviours in accordance with the Framework:



The following 3 capabilities have been selected from the Framework at the level indicated above, as **Key Capabilities** for this job. Key Capabilities are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the typical behaviours expected to be displayed in this position and should be read considered alongside the Job Specific Key Accountabilities:

Muswellbrook Shire Council Capability Framework		
Group and Capability	Capability & Behaviour Descriptors	
	Ethical Behaviour: Be professional, ethical, and demonstrate behaviour in line with Council's SPIRIT Values	<ul style="list-style-type: none"> Represent Council in an honest, ethical and professional way, demonstrating Council's SPIRIT Values Understand and act in accordance with legislative and policy frameworks Recognise, seek advice and report misconduct, illegal and inappropriate behaviour
	Effective Communication: Listen, interpret and convey information in a clear and respectful manner	<ul style="list-style-type: none"> Present your ideas and views in a clear and respectful way Consider body language and facial expressions and adapt where necessary View concerns and disagreements as challenges to be solved, and follow issues through to resolution
	Achievement: Achieve quality outcomes in line with organisational objectives	<ul style="list-style-type: none"> Plan and use the available resources to complete work tasks within acceptable budget, timeframes and standards Understand objectives and prioritise work accordingly Identify and suggest system or process improvements within your own functional area

Key Tickets, Qualifications and Other Skills

1. Degree in an appropriate discipline (e.g. Communications, Public Administration, Business) or equivalent.
2. High level computer literacy with significant experience and confidence in the use data base and analytics
3. High level communication skills, written and interpersonal, analytical skills, numeracy and ability to assess complex reports.
4. Display a strategic understanding of issues and how key stakeholders affect Council undertakings.
5. Demonstrated experience and/or capability to deliver the Job Specific Key Accountabilities (above).
6. Demonstrated **Developed** key capabilities as defined in the Key Capabilities Table (above).