



## Position Description

Non-supervisory Employees

<b>Position Title</b>	<b>Business Process Analyst</b>
<b>Section</b>	Digital Technology
<b>Division</b>	Corporate Performance
<b>Reports to</b>	Project Manager Digital Technology
<b>Grade</b>	14
<b>Employment Status (FT/PT/Casual/Temp)</b>	Full-time Temporary

### Position purpose

This position is responsible for reviewing, mapping and translating business processes into tangible business benefits for Council.

### Position specific responsibilities

The key duties you are expected to perform in your role.

- Reviews and analyses current business processes and practises to identify quantifiable opportunities for improvement at both an operational and strategic level
- Identifies key stakeholders associated with business processes and engages with them to obtain the required information
- Promotes continuous improvement and uses tools and methodologies as per the Business Improvement Strategy
- Work closely with the Business Improvement Office to facilitate, support and align improvement initiatives across the organisation
- Facilitates business process mapping workshops as required
- Models and documents current, proposed and implemented processes
- Communicates with the necessary stakeholders regarding proposed process changes
- Supports and guides business problem solving utilising proven improvement methodologies
- Prepares and presents business cases for proposed operational changes
- Ensures mechanisms are put in place to measure the expected benefits of improvement initiatives
- Ensures that all benefits realised from improvement initiatives are reported in line with the Business Improvement Strategy
- Provides an interface between business users and Digital Technology to interpret business process and technical requirements
- Supports the Projects team to deliver projects associated with operational process improvements
- Any other related duties as directed, within the skills and scope of the role.



## Expected behaviours

Port Macquarie-Hastings Council values are at the core of our work. It is expected that your conduct will reflect Council values, and your commitment to these values will be central to your successful performance as an employee of Port Macquarie-Hastings Council. The values based behaviours will form the basis for individual employee performance assessments.

### Values-based behaviours for Non-Supervisory Employees

Values	Expected Behaviour
<b>Communication</b>	<ul style="list-style-type: none"><li>• I communicate with respect</li><li>• I constructively contribute to team meetings, toolbox talks and conversations</li><li>• I share information and ideas with colleagues</li><li>• I ask questions if I don't understand</li></ul>
<b>Accountability</b>	<ul style="list-style-type: none"><li>• I always work in a safe manner, looking after my own safety and the safety of those around me</li><li>• I am responsible for my own actions</li><li>• I take initiative to progress my own work</li><li>• I follow through on my work commitments</li></ul>
<b>Professionalism</b>	<ul style="list-style-type: none"><li>• I treat others with respect</li><li>• I complete my work to the best of my ability</li><li>• I take pride in my work</li><li>• I am flexible and responsive to changing work priorities and issues</li></ul>
<b>Integrity</b>	<ul style="list-style-type: none"><li>• I act honestly</li><li>• I understand and follow the law, rules, policies, guidelines and the Code of Conduct</li><li>• I treat others the way I wish to be treated</li><li>• I contribute positively to our work</li></ul>
<b>Teamwork</b>	<ul style="list-style-type: none"><li>• I look for, and am open to, new and better ways of doing things, together</li><li>• I am an engaged and enthusiastic team player</li><li>• I step in to help others when workloads are high</li><li>• I cooperate with my team members and supervisors</li></ul>



### Document Endorsement

**Date**      28 05 2018      **Group Manager**      Digital Technology

**Date**      Date approved      **Director**      Corporate Performance

I have read and understand the contents of the Position Description for my role. I will undertake the responsibilities and behaviours required of me.

**Employee Name**      \_\_\_\_\_

**Employee Signature**      \_\_\_\_\_

**Date**      \_\_\_\_\_