



# BUSINESS IMPROVEMENT LEAD

## POSITION PROFILE

Division	Corporate Support	Status	Fixed Term
Unit	Corporate Support	Salary Grade	Grade 13/14
Reports to	OneCouncil Program Manager	Reviewed	October 2021

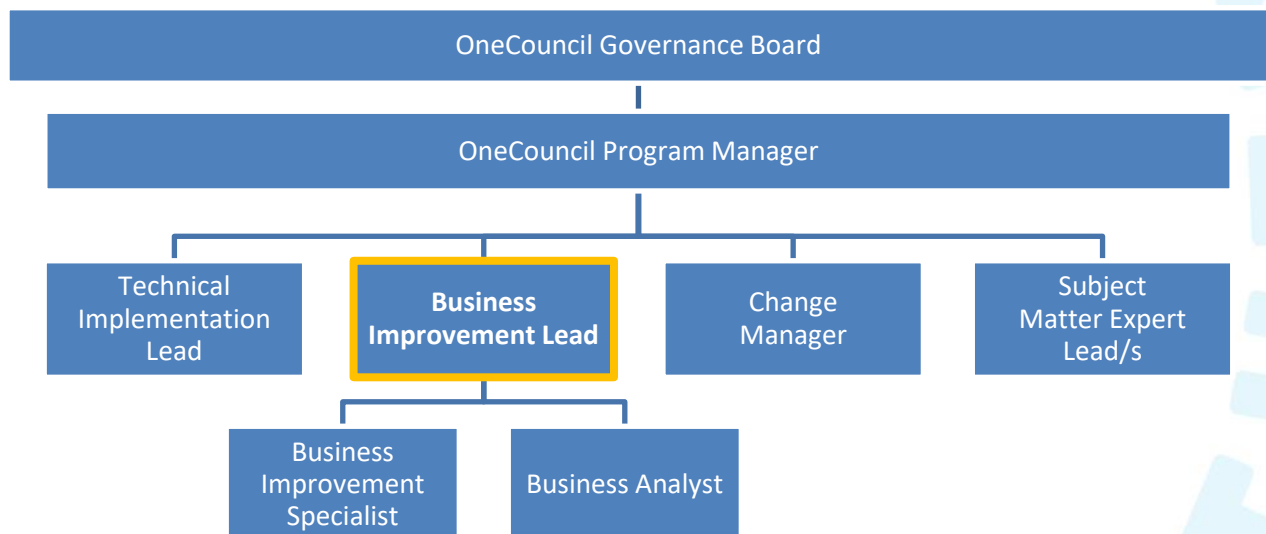
## POSITION PURPOSE

Council is embarking on an organisational transformation program, centred around the implementation of a new enterprise technology platform.

The Business Improvement Lead will act as a process improvement champion to the business, working with senior managers, subject matter experts, and end users across the organisation to drive transformation, deliver significant process improvements, and support the successful achievement of the program objectives.

The Business Improvement Lead will coordinate the configuration design and configuration implementation stages, working in partnership with the Vendor and SSC User Implementation Team, to ensure the OneCouncil solution meets Council's business needs.

## ONECOUNCIL IMPLEMENTATION PROJECT GROUP STRUCTURE



## POSITION OUTCOMES AND ACCOUNTABILITIES

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- Lead the business improvement element of the TechnologyOne OneCouncil Software-as-a-Service (SaaS) solution implementation project.
- Act as a process leader to the business, challenging the status quo to ensure the achievement of significant business outcomes as well as implementation of best practice processes in conjunction with the implementation of the OneCouncil solution.
- Champion the program vision and foster a collaborative yet decisive approach to the delivery of Program objectives and benefit.
- Provide leadership and coaching to the Business Improvement Team, creating an environment oriented to trust, open communication, creative thinking, and cohesive team effort.
- Facilitate a collaborative approach across the organisation to drive transformation, deliver significant process improvements, and support uplift of process maturity and continuous improvement across Council.
- Champion the principles and tools of effective business improvement to internal and external stakeholders to raise collective understandings and promote data-drive decision making.
- Ensure reviewed and improved business processes are compliant with Council policy, regulatory obligations and audit requirements.
- Provide input into Council's overall business improvement including advice on service reviews, ancillary system implementations and customer experience.
- In collaboration with the business unit Managers, Team Leaders, Change Manager and relevant Business Partners, design, identify, plan and implement improvement action plans which complement the OneCouncil solution implementation.
- Coordinate the configuration design and configuration implementation stages, working in partnership with the Vendor and SSC User Implementation Team, to ensure the OneCouncil solution meets Council's business needs.
- Ensure any changes from the OneCouncil standard template are authorised through the appropriate project approvals process.
- Identify and manage risks and issues pertaining to the business improvement work stream.
- Use initiative and resourcefulness to deliver timely and effective results with minimum supervision and to organise work within agreed timeframes
- Track and analyse information approved in the various project artefacts to develop, modify and improve organisation wide processes and policies.

## SELECTION CRITERIA / SUCCESS PROFILE

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Qualifications, Certificates or Licences	Essential	<ul style="list-style-type: none"><li>You will have tertiary qualifications in business, management, commerce, or a related field <i>and/or</i> demonstrated extensive experience in the field.</li></ul>
Experience or skills	Essential	<ul style="list-style-type: none"><li>You will have proven ability to undertake and deliver large scale projects applying Business Improvement tools in organisations with diversity of services, functions or products with reportable benefits.</li><li>You will have exceptional verbal and written skills to interact clearly, succinctly, and professionally with a diverse stakeholder groups, Managers, Team Leaders and subject matter experts.</li><li>You will have exceptional stakeholder management and relationship building skills influencing improvement and innovative outcomes working individually across diverse teams and projects.</li><li>You will have demonstrated ability to analyse, plan, design, implement and evaluate projects focused to deliver financial and non-financial benefits.</li><li>You will have experience driving collaboration to deliver target outcomes in support of business/organisational improvement.</li></ul>
	Desirable	<ul style="list-style-type: none"><li>You may have experience working with TechnologyOne.</li></ul>

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## OUR VALUES



### Behaviours

- **Collaborate** - be open and welcoming, genuinely connect to others, include others, work together as one
- **Achieve** - be enthusiastic and optimistic, make a positive contribution, set goals to be the best you can be, deliver every day
- **Respect** – be honest and trustworthy, do what you say you will put yourself in the other person’s shoes, listen to what’s important to others
- **Evolve** – stay up to date, take on new opportunities, think creatively about solutions, be a big picture thinker

## CORPORATE OBLIGATIONS

Employees	There are two (2) employees reporting to this position.
Delegations	Authority to operate within the Delegations attached to the position.
Risk Management	Managing work practices to mitigate all identified risks, identifying and reporting additional risk and threats and assist in devising strategies to mitigate these risks.
Financial Management	Managing budgets and expenditure, undertaking relevant checks and applying rules, regulation, process and procedures in dealing with financial matters.
Workplace Health and Safety	Comply and co-operate with WHS policies, procedures, instructions and safe systems of work.
Code of Conduct	All employees are responsible for adhering to Council’s Code of Conduct and the policies and procedures that support it
Workplace Behaviour & EEO	All activities must comply with Council’s Workplace Behaviour Guidelines.

<b>Enterprise Content Management</b>	Comply with Council's Enterprise Content Management Determination and associated guidelines including creation of appropriate records in Council's records management system and proper custodianship of records to ensure against loss, removal or destruction
<b>Continuous Improvement</b>	Identify obsolete and inefficient practices and recommend changes where appropriate
<b>Customer Focus</b>	Championing an exceptional customer experience, and evaluating customer satisfaction in order to continually improve service delivery
<b>Procurement</b>	Activities are conducted in accordance with the Purchasing Policy and Procedures to provide transparency and cost effectiveness in procurement

## **SPECIFIC CONDITIONS OF EMPLOYMENT**

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May be required to work additional hours to ensure availability of Council systems as and when required.