



Business Improvement & Performance Specialist

POSITION PROFILE

Division	Corporate Support	Status	Full Time, Fixed-Term
Unit	Corporate Strategy	Salary Grade	
Reports to	Corporate Strategy Coordinator	Reviewed	March 2022

POSITION PURPOSE

The Corporate Strategy service works collaboratively across the entire organisation to support the development of Council's strategic planning framework. Council ultimately has one Vision, one Program, and one Plan being the Community Strategic Plan, Delivery Program, and Operational Plan.

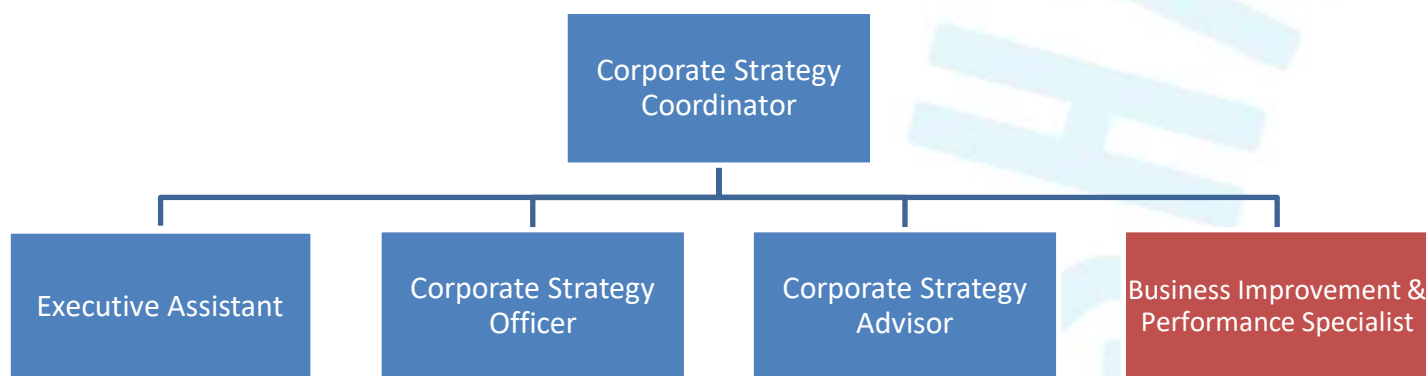
Corporate Strategy supports the development of each of these plans, via Strategy and Implementation Plan actions, Service Plans, and Business Proposals. Performance and progress against plans are reported through Quarterly Reviews, Annual Reports, and End of Term Reports.

The Business Improvement and Performance Specialist is responsible for the establishment of a continuous business improvement program and will:

- Lead the development of a Performance Measurement Framework
- Develop an approach, methodology and program for Service Reviews

The position will provide expertise in the analysis of service delivery and performance reporting, working with key stakeholders to deliver recommendations aimed at the efficient, effective and sustainable delivery of services and organisational performance outcomes and contribute to the development and delivery of the Sutherland Shire's service performance and reporting framework and integration into corporate planning and reporting.

ORGANISATIONAL STRUCTURE



POSITION OUTCOMES AND ACCOUNTABILITIES

- Design and implement a Corporate Performance Framework/Model, including development of corporate reporting key performance indicators
- Develop a Service Review Program, including methodology and approach for the delivery of Service Reviews
- Develop partnerships and collaborate across Council to support the development of key performance indicators and other measurements within the Corporate Performance Management System and strategies and plans
- Coordinate and facilitate meetings/workshops relating to corporate performance to ensure effective collaboration and an integrated approach
- Collaborate with each Service owner to enhance existing service and sub-service plans

SELECTION CRITERIA / SUCCESS PROFILE

Qualifications, Certificates or Licences	Essential	<ul style="list-style-type: none">- Tertiary qualifications in a Business Improvement related field such as Business Management, Commerce or a related discipline; and/or significant demonstrated experience within this field- NSW Drivers Licence- Full COVID Vaccinations
	Desirable	<ul style="list-style-type: none">- Business Improvement accreditation such as Lean Sigma Six

Experience or skills	Essential	<ul style="list-style-type: none"> - Demonstrated experience in designing and implementing corporate performance frameworks, monitoring and reporting systems - High-level knowledge and demonstrated skills in business improvement principles, methodologies and implementation - Demonstrated investigative and research skills - Experience in implementing Service Review programs - An ability to exercise critical thinking in the workplace and demonstrate a high level of problem-solving skills - Excellent written and verbal communication skills, including experience in writing to a range of audiences - Ability to produce work of a high quality within established timeframes and with minimal supervision
	Desirable	<ul style="list-style-type: none"> - Knowledge of local government - Experience in the application of the NSW Integrated Planning and Reporting Framework - Knowledge of EFQM Frameworks

CORE CAPABILITIES

Attributes	<p>Leadership: Provide clarity of direction, model our corporate values, capacity to identify and implement change, build team and individual capability, support continuous improvement, and the highest standards of professionalism.</p> <p>Goals oriented: Work to achieve organisational, directorate and divisional goals, taking on challenging tasks when necessary, display initiative.</p> <p>Strategic thinking: Critically examine problems, considering available information, and balancing alternative perspectives, to identify and implement appropriate solutions.</p> <p>Tactical planning: Effectively plan and utilise available resources to deliver value-add outcomes for the business.</p> <p>Communication skills: Clearly and persuasively articulate complex technical and operational issues. Identify and tactfully deal with sensitive matters.</p>
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Relationship management: Build strong relationships by winning respect at all levels through sound advice, reliability and personal integrity. Constructively deal with difficult issues.

Team focussed: Mentor team members, share skills, experience and knowledge via formal and informal collaboration with colleagues and employees.

Decision making: Achieve desired outcomes by evaluating and identifying options, and involving others in decisions affecting them.

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	Direct Reports – Nil
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, and demonstrate safety leadership.
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 Behavior Guidelines.
Enterprise Content Management	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
Continuous Improvement	Identify obsolete and inefficient practices and recommend changes where appropriate
Customer Focus	Championing an exceptional customer experience, and evaluating customer satisfaction in order to continually improve service delivery
Procurement	Activities are conducted in accordance with the Purchasing Policy and Procedures to provide transparency and cost effectiveness in procurement

SPECIFIC CONDITIONS OF EMPLOYMENT

Nil