



Continuous Improvement Officer

Position Description

POSITION NO:	720083
DIRECTORATE:	Customer, Innovation and Arts
DEPARTMENT:	Customer Experience and Transformation
SECTION:	Digital and Business Improvement
STATUS:	Full-time
CLASSIFICATION:	Band 6
OCCUPANT:	
LOCATION:	Civic Centre
APPROVED BY:	Director Customer, Innovation and Arts
DATE:	July 2023

POSITION OBJECTIVE(S)/GOAL(S):

- Implement Councils short and long term transformation strategies in relation to continuous improvement to ensure Council's ways of working are fit for future.
- Support the organisational objectives around continuous improvement through documentation and validation of both current and future-state business processes.
- Contribute to the development of business knowledge, process maps, systems interfaces and business needs.
- Uplift capability in staff to identify a variety of solutions to solve identified business problems, focusing on the customer experience.
- Promote a continuous improvement culture across Council by uplifting organisational awareness to boost maturity around continuous improvement tools and methodologies.

KEY OUTCOMES AND RESPONSIBILITIES:

Continuous Improvement

- Implement Council's continuous improvement methodology to proactively manage business requirements and seek solutions to business problems.
- Lead continuous improvement projects and deliver successful outcomes for users and customers.
- Deliver against a continuous improvement pipeline in partnership with business stakeholders.
- Ensure processes, capabilities and solutions are fit for future and are reviewed and improved on a continuous basis.
- Support continuous improvement capability uplift across the organisation.

Positive Culture

- Support the cultivation of a positive transformation culture that supports the organisations strategies and vision.
- Foster a growth mindset approach for continuous improvement.
- Model the behaviours of a positive culture leader.

Customer Focussed

- Form part of the Continuous Improvement team that is connected to the business and their needs, ensure the profile of the team is built across the business.
- Embedding Customer experience in all continuous improvement projects and activities by using appropriate tools and methodologies.
- Work closely with staff at all levels to build high impact relationships to ensure delivery of short and long-term outcomes for Council.
- Develop a positive can do attitude towards CI across the organisation.
- Assist Business areas in thinking about the customer first and putting them at the centre of all continuous improvement work.

Business Analysis

- Undertake market research and business case development where required.
- Consult with the business to accurately identify and document existing business processes, identify required changes and document new agreed business processes with benefit realisation.
- Work with the business to streamline and enhance existing business processes where appropriate.
- Work with stakeholders in designing and configuring applications and/or services to enhance, replace or integrate with other solutions where applicable.
- Develop training and communication material to support the continuous improvement initiatives.

Project Management

- Manage assigned projects within the Business Transformation Program to successful and timely completion and deliver within allocated budget, according to Council's project management guidelines & procedures.
- Identify communicate and manage risks relating to the implementation of assigned projects and tasks.
- Liaise with management, staff and vendors to ensure appropriate resources are allocated to projects.

Organisational Responsibilities

- Cooperate with Council in relation to any actions taken to comply with the Occupational Health and Safety Act 2004 and ensure that actions taken by the employee do not interfere with or place at risk the health, safety or wellbeing of the employee or any person in the workplace.
- Ensure compliance with all Privacy Legislation and treat all information of a personal and sensitive nature concerning the business of Council, Ratepayers or Residents in a professional and confidential manner in accordance with Council's information and records management procedures.
- Ensure that all Council's policies, procedures, systems and work practices are implemented and adhered to, in particular, in human resource management, risk management, financial

management, governance, procurement, and customer service.

- Act in a professional manner at all times while performing duties for and/or representing Frankston City Council in accordance with the Staff Code of Conduct.
- Frankston City Council has zero tolerance of child abuse and is committed to creating and maintaining a Child Safe and Child Friendly City where all children are valued and protected from harm and abuse. It is expected that the successful incumbent of the position will implement and adhere to the above statement and Frankston City Council's Child Safe Policy whilst completing their duties.

OTHER DUTIES:

Responsibilities and duties included in this Position Description are subject to the Multiskilling provisions of the Frankston City Council Enterprise Agreement.

Employees may be asked to assist with emergency related functions if the Municipal Emergency Management Plan is enacted. Under the *Emergency Management Act 1986*, this may include providing emergency response, relief and recovery services to the community.

POLICE RECORDS CHECK:

The incumbent must have and maintain a current Police Records Check: **YES**

WORKING WITH CHILDREN CHECK:

The incumbent must have and maintain a current Working with Children Check: **YES**

AUTHORISATION/DELEGATION:

The incumbent will be an Authorised Officer under appropriate delegations: **YES** **NO**

ORGANISATION RELATIONSHIPS AND RESOURCE MANAGEMENT RESPONSIBILITIES:

Reports to:	The position to which this position reports Coordinator Business and Digital Improvement
Supervises:	NA
Internal contacts:	Customer, Innovation and Arts team, all staff across all directorates and Councillors as required
External contacts:	Consultants, contractors, other Councils

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

The incumbent is responsible and accountable for:

- The implementation of effective procedures, policies and strategies relating to the management of Council's continuous improvement program.
- Analysing complex business requirements, identifying opportunities for process improvements and utilising/developing applications to provide solutions to user needs.
- Management of allocated projects and continuous improvement duties.
- Ensuring that the end user experience is optimised through continuous improvement initiatives that are customer-focussed.
- Working closely with internal business stakeholders to help embed and reinforce customer centric

continuous improvement.

The incumbent has the following delegations:

- Preparing Council reports in relation to continuous improvement activities.

The incumbent is accountable for:

- Adhering to and implementing the Organisational Responsibilities set out in the Key Outcomes and Responsibilities, above.

JUDGEMENT AND DECISION MAKING:

The incumbent is required to use judgement and make decisions relating to:

- Resolving issues associated with the provision of assigned continuous improvement services to the organisation.
- Resolution of problems which require analytic reasoning and integration of wide-ranging and complex information. Medium level of independence in determining direction and approach to issues.
- Implement policies and strategies, recommend changes as deemed necessary, and recommend and assist additional policy development.
- Identifying and recommending enhancements within a continuous improvement context.
- Advocate for the customer-as-end-user and influence and create alignment among business, digital and technology

SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be demonstrated and utilised:

- Extensive knowledge of implementing enterprise continuous improvement services for a large and diverse organisation.
- Technical expertise in process improvement techniques, requirements gathering, critical thinking and analytical thinking.
- Experience in being part of a highly motivated, resilient and flexible team with a positive mindset.
- Well-developed investigative, negotiation and problem solving skills.
- Well-developed report and business writing skills.
- Knowledge and experience in the implementation of major business process improvement.
- Proven ability to manage complex continuous improvement projects and programs.
- Understanding of Lean thinking and project management practices is highly regarded.

MANAGEMENT SKILLS:

The incumbent must demonstrate and apply the following management skills:

- Act as a decision and escalation point for assigned continuous improvement projects and tasks.
- Ability to manage time, set priorities and plan work to meet the organisational demands, along with initiative and strong motivation to achieve outcomes.
- Persevere in challenging environments; encourages and supports others to build resilience; admit

mistakes and learn from lessons; demonstrate and model good self-care and life-work balance.

- Capacity to manage complex and competing demands, and respond competently to issues as they arise, with minimal supervision.

INTERPERSONAL SKILLS:

- The following interpersonal skills are required to be demonstrated and utilised:
- Required to have a positive attitude towards the role, your team, the organisation as a whole and its transformation journey.
- Required to use highly developed interpersonal skills to influence, persuade and/or motivate others to achieve objectives critical to Council.
- Excellent communication skills both within the team and the wider organisation.
- Ability to delivering an excellent customer experience to all stakeholders.
- Required to be a team player demonstrate a willingness to work and collaborate beyond your area of expertise.
- Required to take on constructive feedback objectively to improve future work and outcomes.
- Required to have a strong work ethic, be highly motivated to achieve successful outcomes with a bias towards action.
- High level of political acumen and the ability to build relations with diverse internal and external clients.

QUALIFICATIONS AND EXPERIENCE:

The following qualifications and/or experience are required for the position:

- Relevant tertiary qualifications in the field of Continuous Improvement or experience in operating, within an enterprise grade continuous improvement environment and supporting service delivery teams.
- Experience in process mapping.
- Project and change management skills in planning, leading and implementing projects.

The following qualifications and/or experience are desirable for the position:

- Experience in implementing Lean practices.
- Experience in customer experience and capability uplift.
- Experience in system configuration and management.

VARIATION TO CONDITIONS OF EMPLOYMENT:

These conditions of employment, your duties and your location may be varied by Council during the term of your employment in accordance with Council's Enterprise Agreement.

The Position Description will be reviewed annually, in conjunction with you, in accordance with Council's Enterprise Agreement, and as part of the employee's annual Performance and Development Review.

The Position Description is to be read in conjunction with the Council's Enterprise Agreement and the General Terms and Conditions of Employment

SELECTION CRITERIA:

Selection will be based on the following Selection Criteria. However, reference will also be made to other attributes, skills and knowledge as listed in the Position Description:

Mandatory/Essential:

1. An appropriate tertiary qualification, certification or substantial experience in continuous improvement.
2. Demonstrated industry experience in continuous improvement in a similar role in a large and complex organisation.
3. Ability to build and maintain effective relationships including demonstrated experience and skills in liaison, negotiation and problem solving with staff at all levels.
4. Exemplary written and oral communication skills and the ability to present professional and technical matters to a range of audiences.

Desirable/Optional:

5. Demonstrated experience in system configuration and support.
6. Experience in government or a related service industry.

PHYSICAL REQUIREMENTS OF THE POSITION:

The physical requirements of the position are outlined below:

Task	Performed Frequently	Performed Sometimes	Never/Rarely Performed
	More than 2 hours in 1 shift or continually for 30 min	Less than 2 hours in 1 shift	Infrequent use/activity
Keyboard duties	X	<input type="checkbox"/>	<input type="checkbox"/>
Reading tasks	X	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Writing tasks	X	<input type="checkbox"/>	<input type="checkbox"/>
Sitting (extended periods)	X	<input type="checkbox"/>	<input type="checkbox"/>
Walking/Standing (Briefly)	X	<input type="checkbox"/>	<input type="checkbox"/>
Walking/Standing (Extended)	<input type="checkbox"/>	X	<input type="checkbox"/>
Driving Car/Utility/Tractor/Truck/Bus	<input type="checkbox"/>	<input type="checkbox"/>	X
Lifting/Carrying duties (Light) <10kg	<input type="checkbox"/>	<input type="checkbox"/>	X
Lifting/Carrying duties (Heavy) >10kg	<input type="checkbox"/>	<input type="checkbox"/>	X
Pushing/Pulling tasks (Light) <10kg	<input type="checkbox"/>	<input type="checkbox"/>	X
Pushing/Pulling tasks (Heavy) >10kg	<input type="checkbox"/>	<input type="checkbox"/>	X
Chopping/Digging tasks	<input type="checkbox"/>	<input type="checkbox"/>	X
Bending/Kneeling requirements	<input type="checkbox"/>	<input type="checkbox"/>	X
Climbing (stairs, ladders/scaffold)	<input type="checkbox"/>	<input type="checkbox"/>	X
Handling grease/oils	<input type="checkbox"/>	<input type="checkbox"/>	X
Exposure to dust/dirt/hazardous materials	<input type="checkbox"/>	<input type="checkbox"/>	X
Exposure to chemicals and/or detergents	<input type="checkbox"/>	<input type="checkbox"/>	X
Stress - Difficult customers	X	<input type="checkbox"/>	<input type="checkbox"/>
Tight deadlines	X	<input type="checkbox"/>	<input type="checkbox"/>
Other (Please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exposure to hot/cold temperature	<input type="checkbox"/>	<input type="checkbox"/>	X

AGREEMENT:

I accept and agree to the duties in this Position Description.
I understand that this Position Description is to be read in conjunction with Council's Enterprise Agreement and General Terms and Conditions of Employment, and I agree to abide by the terms and conditions of employment stipulated therein.

Name:

Signature:

Date: