Position Description

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| **Title** | Head of Business Excellence |
| **Position Location** | Central Office, Brisbane |
| **Reports to** | Chief Financial Officer |
| **Direct Reports** | Business Process Improvement Manager |
| **Grade** | Hay Grade 18 |
| The Creche and Kindergarten Association Limited (C&K) is a not-for-profit early childhood provider with more than 350 early childhood education and care (ECEC) centres located across Queensland.  Our purpose is to nurture and inspire children to succeed in an ever-changing world. This is at the forefront of everything we do.  C&K’s vision is to be *a place where every child flourishes*.  Our values:   * *we put children first* * *we respect all people and each other* * *we work with integrity and strive for excellence in everything we do*   These underpin the way we work with children and families, communities, colleagues and partners.  We reinvest our surplus to benefit children and families disadvantaged in their access to early childhood education. This includes children with additional needs and children and families in rural, remote, Aboriginal and Torres Strait Islander and disadvantaged communities. | |
| **Purpose** | The Head of Business Excellence (HoBE) role is pivotal in driving the strategic implementation and oversight of the Project Management Office (PMO) within C&K. Responsible for establishing and maintaining standardised project management practices, this role ensures alignment of projects with organisational objectives while optimising resource allocation and enhancing project delivery efficiency.  The HoBE will lead the development of project and change management governance frameworks, methodologies, and tools tailored to our specific needs, fostering a culture of continuous improvement and accountability across all project initiatives. Providing leadership, hands on application, and mentorship to C&K employees, the HoBE plays a crucial role in elevating project management capabilities and driving C&K’s success through effective project execution and delivery. |
| **Key accountabilities**  **Process standardisation and change management**  **Project Governance and continuous improvement**    **Coaching**  **Reporting and Metrics** | * Deliver successful project and change management processes throughout C&K. * Work with integrity, respect and collaboration to achieve best-fit results for end-users and the organisation. * Develop, implement, and maintain C&K’s project and change management methodologies, standards, and tools. * Demonstrate best practice approaches to leading change and empowering our people to drive process improvement. * Recommend project management tools, techniques, and technologies in accordance with organisational resources and appropriate scope and scale for C&K. * Foster a culture of continuous improvement and professional development in project management. * Align projects with the organisation’s strategic objectives. * Prioritise and manage the project portfolio to balance resource allocation and strategic importance. * Develop capacity planning strategies to ensure the availability of necessary skills and resources. * Implement governance structures for project oversight and decision-making. * Ensure integration of risk management practices into project planning and execution. * Conduct regular project reviews and health checks. * Aid with stakeholder identification, analysis and communications. * Identify, assess, and manage project and change management risks and issues. * Identify and address resource constraints and bottlenecks. * Generate regular reports on project status, progress, risks, and issues. * Communicate project performance to stakeholders and senior management. * Serve as a point of contact for project-related inquiries and escalations. * Drive continuous improvement initiatives within the project management function. * Conduct lessons learned sessions and implement feedback mechanisms. * Provide training and development programs for project managers and teams. * Mentor and support project managers in their roles and responsibilities. * Develop key performance indicators (KPIs) and metrics to measure project success. * Investigate, research, evaluate and provide reports on strategic projects and proposals related to the feasibility, funding, resource commitment and viability |
| **Key selection criteria**  **Mandatory**    **Desirable** | * Degree in Project Management, Business Administration, or related field. * Minimum of 7-10 years of project management experience, with PMO experience preferred. * Proficiency in SharePoint and project management software. * Experience in stakeholder relationship management to support effective business change, including the ability to initiate relationships and influence key stakeholders. * Demonstrated ability to lead and motivate teams, manage resources, and drive strategic initiatives. * Excellent communication, negotiation, and conflict resolution skills. * Strong analytical, evaluation and problem-solving abilities. * Excellent organisational and multitasking abilities with strong attention to detail. * Flexibility to adapt to changing circumstances and project requirements. * Knowledge of LEAN methodology principles * AGILE, PRINCE2 or similar project management certification |
| **Additional Information**  The successful applicant will be required to:   * Travel as required * Hold a positive notice (Blue Card) working with children check; current First Aid and CPR; and a current driver’s license.   The information above is not intended to be an all-inclusive list of the responsibilities of the job described. Rather, they are intended only to describe the general nature of the job. C&K is a growing organisation; to support the vision for the business it is expected that the incumbent will evolve the position over time in alignment with the dynamic nature of the business and the region. | |