

# POSITION DESCRIPTION



Finance and Employee Services  
University Services

## Continuous Improvement Officer

<b>POSITION NUMBER</b>	0045123
<b>PROFESSIONAL CLASSIFICATION STANDARD/SALARY</b>	PSC 7 - \$88,171- \$95,444 p.a.
<b>SUPERANNUATION</b>	Employer contribution of 17%
<b>WORKING HOURS</b>	Full Time (1 FTE)
<b>BASIS OF EMPLOYMENT</b>	Continuing
<b>HOW TO APPLY</b>	<p>Go to <a href="http://about.unimelb.edu.au/careers">http://about.unimelb.edu.au/careers</a>, under Current staff or Prospective staff, select the relevant option ('Current Opportunities' or 'Jobs available to current staff') and search for the position by title or number.</p> <p>Indigenous applicants are encouraged to apply.</p>
<b>CONTACT FOR ENQUIRIES ONLY</b>	<p>Brendan Snowden Tel +61 3 9035 9530 Email <a href="mailto:brendan.snowden@unimelb.edu.au">brendan.snowden@unimelb.edu.au</a></p>

*Please do not send your application to this contact*

For information about working for the University of Melbourne, visit our website:  
[about.unimelb.edu.au/careers](http://about.unimelb.edu.au/careers)

## **THE UNIVERSITY OF MELBOURNE**

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia's premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University of Melbourne employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Find out more about the University's strategy, 'Growing Esteem', at <http://about.unimelb.edu.au/strategy-and-leadership>

## **UNIVERSITY SERVICES**

University Services is the shared services function for the University of Melbourne. We are dedicated to operating with a clear, responsive, respectful, user-friendly approach and this will create a problem-solving culture that empowers people to deliver their best. This component of the Melbourne Operating Model is the largest administrative unit within the University and is committed to:

- Putting the university first, by acting in the best interest of students, academics and overall strategy
- Maintaining a culture of service excellence
- Working together as one team to achieve results through collaboration, respect and expertise.

University Services is comprised of over 1,600 staff and consists of nine portfolios delivering a range of transactional services and expert advice:

- Academic Services
- Business Intelligence and Reporting
- External Relations
- Finance and Employee Services
- Infrastructure Services
- Legal and Risk
- Procurement
- Project Services
- Research, Innovation and Commercialisation

## **FINANCE AND EMPLOYEE SERVICES**

Finance and Employee services delivers fit for purpose, cost effective, transactional and expert Finance, HR and OH&S services for the University.

Service Improvement will focus on efficiently and effectively scoped projects and business improvement initiatives that deliver coherent, transformative benefits to the University in the short to medium term.

## **EQUAL OPPORTUNITY, DIVERSITY AND INCLUSION**

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the University's People Strategy 2015-2020 and policies that address diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people's age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous deserve to service for excellence and reach the targets of Growing Esteem.

## **ABOUT THE ROLE**

In collaboration with team members within Service Improvement, the Continuous Improvement Officer will support Chancellery, University Services and Academic Divisions in the successful delivery and implementation of Lean Six Sigma solutions as part of a continuous improvement program.

To be an active advocate of continuous improvement throughout the University, delivering process excellence through the lean methodology and building capability to ensure sustainable change.

Reporting line: Manager, Continuous Improvement Centre

No. of direct reports: 0

No. of indirect reports: 0

Direct budget accountability: #

### **Key Dimensions and Responsibilities:**

Task level: Significant

Organisational knowledge: Significant

Judgement: Significant

Operational context: \*

OH&S and compliance: All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. These include general staff responsibilities and those additional responsibilities that apply for managers, supervisors and other personnel. Specific responsibilities for the role are available at <http://safety.unimelb.edu.au/topics/responsibilities/>.

Staff must comply with all relevant requirements under the University's risk management framework including legislation, statutes, regulations and policies.

### **Core Accountabilities:**

- Under broad direction from the Continuous Improvement Manager, facilitate the Continuous Improvement transformation event for Chancellery, University Services and Academic Divisions.
- Facilitate value stream map creation during transformation events and coach and drive LASS principles and methodologies for waste removal.
- In liaison with the project team, develop, and prepare the Service Improvement infrastructure (project buzz board, portfolio buzz boards, problem solving templates and others).
- Facilitate engaging training, education and coaching of University staff on Lean concepts, tools and methods.
- Lead various Service Improvement projects within a transformation event, to support portfolio objectives and performance metrics.
- Demonstrate strong problem-solving ability to assist with continuous improvement initiatives for project leaders.
- Provide expert advice to assist with facilitating project gateway/showcase reviews for the stakeholders.
- In collaboration with and direction from the Continuous Improvement Manager, conduct a sustainability review at 30 days/60 days/90 days for each completed transformation event.
- Actively contribute to the long-term capability build of continuous improvement concepts within the University to respond to client needs toward a mature shared services provider and promote the Service Improvement Strategy across the University.

## **Selection Criteria:**

### Education/Qualifications

The appointee will have:

1. A relevant postgraduate qualification with significant relevant experience or an equivalent combination of relevant significant experience and/or education and training.
2. A minimum qualification in LEAN Six Sigma Green Belt Certification

### Knowledge and skills:

3. Demonstrate the University Services Values of University First by acting in the best interest of your employer; displaying Service Excellence by striving to deliver beyond expectations and taking ownership of the delivery; and value working collaboratively as One Team, connecting with people and building relationships in your workplace.
4. Significant experience in process improvement and problem solving in a large and complex organisation with a proven ability to deliver complex user specifications and/or detailed business requirements.
5. Strong interpersonal skills with the ability to motivate, persuade, negotiate and develop strong working relationships with senior stakeholders across the University and University Services.
6. Excellent written and verbal communication and interpersonal skills; with the ability to translate and provide clarity between business and technology teams.
7. Ability to lead and mentor project teams to develop a continuous improvement culture.
8. Proficiency in planning workshops and excellent facilitation skills to ensure the participation of all stakeholders.