

Created / Revised	August 2022
Position title	Process Improvement Specialist
Division	Customer Enablement
Department	Operational Enablement
Reports to Position	Senior Manager Process Improvement
Direct Reports	No

Our culture and values

We have a clear strategy and important work in place to become Australia's bank of choice.

Our values of **teamwork, integrity, performance, engagement, leadership** and **passion** are at the core of who we are and form the expectation of the behaviours we adopt every day.

We strive to have a culture that drives balanced outcomes; is open and informed for disciplined execution; that celebrates and recognises success; and where the sum is greater than its parts. To achieve this, we focus on four critical behaviours: **act commercially; move fast to help customers achieve their goals; recognise people for their impact; and actively challenge the status quo.**

Together, we're creating a culture we can continue to be proud of; one that will help us reach new heights.

ROLE PROFILE

Your division, your team

Reporting to the Chief Operating Officer, the Customer Enablement function comprises those teams whose predominant focus is on enabling our customer facing roles in their support of customers. With a strong focus on contributing to the Group's productivity targets, the ultimate purpose of the function is to ensure our front line staff, partners, digital platforms can deliver an experience consistent with our targeted customer value proposition.

The Operational Enablement business unit supports this objective and the enterprise to be more productive and efficient and includes resources to support process improvements, workforce capacity management, process analytics and process governance.

The Operational Enablement team focuses on supporting process efficiency and compliance, customer experience enhancements, financial returns for the enterprise and improving the employee experience. The Operational Enablement team also provides insights to enable leaders to manage their capacity in line with workload requirements, review standard work-practices and take a future view on the management of the workforce.

The purpose of your role

The purpose of this role is to provide expert advice and thought leadership in process improvement skills and implementation of process improvement tools. The role is highly diverse and may include supporting business SMEs to manage their own process improvement projects, developing process improvement tools or reviewing existing processes to identify potential improvement opportunities.

Your core relationships

This role will work closely with the Process Improvement Leads and business SMEs to review and deliver on improvement projects. The role will also work closely with the Process Architecture & Framework Lead to identify opportunities to improve the Process Architecture Framework or process improvement tools and with capacity management to map and track benefits to resources. Beyond that, the role will work broadly across the organisation to support process mapping activities within business units.



What you're accountable for	
Process Improvement	<ul style="list-style-type: none">• Lead complex process improvement projects in conjunction with business SMEs to identify ways in which processes can be improved• Work with the business SMEs to identify and track benefits to be realised from implementing process improvement projects• Effectively design process improvement projects, utilising specified process improvement tools• Utilise process data analytics to identify process improvement opportunities
Risk & Compliance	<ul style="list-style-type: none">• Contribute to the investigation, business impact, recommendations and solutions to operational risks that are identified within processes• Ensure work practices are conducted in accordance with all Bank compliance requirements, as specified in Bank policy, corporate and business unit procedures and the staff handbook and identify and report instances of non-compliance• Proactively identify and address high priority risks which sit within bank processes
Relationship Development	<ul style="list-style-type: none">• Work collaboratively with business SMEs as part of the delivery of any process improvement project• Establish high levels of trust with process SMEs to ensure a solid understanding of the processes and the abilities to improve
Leading & Development Others	<ul style="list-style-type: none">• Champion a culture of continuous improvement and being data driven• Create, attract and retain a diverse and inclusive team of talented people to better understand and meet the need of our diverse customers and communities leveraging analytics• Lead and support cultural change across the network• Actively seek opportunities to develop other's skills in process improvement• Present on various process improvement concepts to Bank staff
Tool Development	<ul style="list-style-type: none">• Develop and maintain a range of process improvement• Provide information on the use of the standard tools• Provide training on process improvement tools and standards

Your knowledge, skills and experience

Knowledge & skills	<ul style="list-style-type: none">• Deep understanding of process improvement concepts• Skills in relation to process data analytics• Highly advanced skills in communication and engagement• Strong attention to detail and accuracy• Strong understanding of workflow systems
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Relevant experience	<ul style="list-style-type: none"> • Previous experience in implementation of process improvement projects • Demonstrated experience as a process expert in the financial services field • Demonstrated ability to manage complex projects • Demonstrated ability to develop templates and tools which are used across an enterprise
Additional Requirements	<ul style="list-style-type: none"> • Flexible working hours to meet the needs of the business • Inter and intrastate travel as required by the business

Your qualifications and certifications

Certification in Process Improvement
Tertiary degree in business or similar is desirable

Risk responsibility

Ensure all work practices are conducted in accordance with all Bank compliance requirements, as specified in Bank policy, corporate and business unit procedures and identify and report instances of non-compliance to appropriately.

CAPABILITY PROFILE

Key people capabilities

Role Expertise	Innovation
Commerciality	Grow Self

People capability profile

Relationships Builds and maintains productive relationships with trust and integrity. Works collaboratively and is open to the perspectives of others.	Results Focus Sets and manages relevant goals. Is mindful of and responds to the business environment. Asks for help and reviews for learning.	Grow Self Grows knowledge, is curious and proactively applies learning. Builds resilience and is mindful of impact on others.	Role Expertise Maintains role-specific standards and applies knowledge, skills and experience on-the-job.
Advanced	Intermediate	Advanced	Expert
Communication Effectively expresses thoughts, ideas and information. Actively listens and adapts communication style. Engages, influences and connects to our purpose to tell our story.	Execution Makes well-considered decisions, plans and delivers quality outcomes. Problem solves and acts with integrity. Holds self and others accountable.	Grow Others Develops others by sharing feedback, recognising and celebrating outcomes. Connects with others to guide, empower and inspire.	Customer Focus Identifies customer goals, makes relevant recommendations and takes appropriate timely action. Collaborates across the business to deliver best outcomes for the customer.
Intermediate	Intermediate	Intermediate	Intermediate
Partnering Acts with intent to build sustainable partnerships with customers, community and stakeholders to deliver shared value and achieve business outcomes.	Innovation Constructively challenges the status quo and offers alternatives. Seeks to improve ways of working and is open to new ideas and experiences.	Future Ready Exchanges and respectfully challenges perspectives and approaches. Anticipates, embraces and promotes change to achieve our vision for today and tomorrow.	Commerciality Applies understanding of finance, risk, people and customer for decision-making to deliver business sustainability. Takes appropriate risks and acts in the best interest of the Bank.
Advanced	Advanced	Intermediate	Advanced

Role motivators

Achievement	Gaining a sense of achievement, closure; seeing something through to completion; working towards attainable goals
Challenge	Performing mentally stimulating work, solving complex and/or unfamiliar problems. Stretching self intellectually
Mastery	The urge to get better and better at something that matters