



POSITION DESCRIPTION

POSITION TITLE:		Business Improvement Advisor			
POSITION NO:		700007	CLASSIFICATION:		Band 7
DIVISION:		Corporate, Business and Finance			
BRANCH:		Corporate Planning and Performance			
UNIT:		Business Improvement			
REPORTS TO:		Coordinator Business Improvement			
POLICE CHECK REQUIRED:	Yes	WORKING WITH CHILDREN CHECK REQUIRED:	No	PRE-EMPLOYMENT MEDICAL REQUIRED:	No

Yarra City Council committed to being a child safe organisation and supports flexible and accessible working arrangements for all.

This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, intersex or queer.

We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contribution made by all our people.

POSITION OBJECTIVES

- Provide leadership for the implementation of the Business Improvement Framework in collaboration with the Coordinator Business Improvement
- Lead and facilitate organisational priority projects, including service reviews, process improvements and program evaluations, with reference to continuous improvement methodologies
- Facilitate and build cross-organisational collaboration to address organisational priorities and to deliver stakeholder value
- Undertake strategic research including service analysis and monitor trends in business and service improvement
- Support and assist in corporate annual planning processes as required

- Provide information and support to Executive, senior management and staff on corporate planning processes and systems
- Contribute to the development and achievement of Branch and Divisional goals

ORGANISATIONAL CONTEXT

Yarra City Council is committed to efficiently and effectively servicing the community to the highest standards; protecting, enhancing and developing the City's physical and social environment and building the population and business base. A major imperative of the organisation is the introduction of a constructive culture with an emphasis on citizen engagement, customer service and continuous improvement.

The position is located in the Business Improvement Unit in the Corporate Planning and Performance Branch and is responsible for providing expert advice, support and facilitations in the completion of Business Improvement projects and activities.

The Corporate Planning and Performance Branch is part of the Corporate Business and Finance Division and contributes directly to the achievement of these organisational goals. As a member of the Branch, the incumbent will be required to pursue Branch goals through effective team-work with colleagues in the Branch, other branches and divisions, by developing sound working relationships with a range of internal and external parties.

ORGANISATIONAL RELATIONSHIP

Position Reports To:	Coordinator Business Improvement
Positions Reporting to this Position:	Casual and temporary staff and contractors as required
Internal Relationships:	The incumbent liaises with management and staff at all levels within the organisation including: the Executive management group, Managers and Coordinators.
External Relationships:	The incumbent is required to negotiate and maintain a professional relationship with a range of Federal, State, regional and Local Government agencies; private sector bodies, external service providers, suppliers, residents and businesses.

KEY RESPONSIBILITY AREAS AND DUTIES

- Play a lead role in the implementation of the YCC Business Improvement Framework and program
- Lead and co-ordinate Service Reviews, Process Improvements, Program Evaluations and other related improvement activities
- Identify and manage risks relating to the implementation of the Business Improvement Program

- Assist in addressing barriers and resistance that may be impeding the progress of the BI Program
- Coach, mentor and support staff across the organisation in business improvement methodologies, techniques and insights
- Facilitate staff training and build organisational expertise in systems thinking, complex problem solving and a range of continuous improvement methods and techniques such as Lean, Agile and Human Centred Design
- Provide data analysis and report writing on performance measurement and monitoring to assist corporate annual planning processes
- Engage Councillors, staff and the community in the Business Improvement framework

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The position works with a high level of autonomy and accountability. The incumbent has the freedom to act on all day-to-day matters relating to the projects in the portfolio, including supervision of contract or temporary staff, authorisation of expenditure within budget and Council delegations framework.

The incumbent is also required to liaise with the Coordinator and Manager regarding progress with their work and particularly where decisions will have a major impact on Council.

Safety and Risk

- Minimise risk to self and others and support safe work practices through adherence to legislative requirements and Council policies and procedures.
- Report any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.
- Yarra City Council is committed to prioritising and promoting child safety. We adhere to the Victorian Child Safe Standards as legislated in the Child, Wellbeing and Safety Act 2005 and have robust policies and procedures in order to meet this commitment.

Sustainability

- Embrace the following Sustaining Yarra principles through day to day work:
 - Protecting the Future
 - Protecting the Environment
 - Economic Viability
 - Continuous Improvement
 - Social Equity
 - Cultural Vitality
 - Community Development
 - Integrated Approach

Yarra Values

- Behave according to the following values which underpin our efforts to build a service based culture based on positive relationships with colleagues and the community:
 - Respect
 - Integrity
 - Accountability
 - Innovation
 - Teamwork
 - Sustainability

JUDGEMENT AND DECISION MAKING

The position is required to make decisions ranging from those associated with day to day matters to more complex issues regarding business improvement and implementation. The work requires a high degree of responsibility, creativity, originality and innovation that is often undertaken without readily available guidance.

This includes:

- a high degree of analysis and problem solving; and
- formulating recommendations to Council and Executive through briefings and formal reports and in consultation with relevant stakeholders.

SPECIALIST KNOWLEDGE AND SKILLS

The incumbent will have:

- Proven understanding, knowledge and expertise in service and business improvement reviews
- Demonstrated knowledge and practice in methodologies, techniques and processes ranging across business planning, continuous improvement and change management
- Demonstrated skills and capacities in conceptual and systems thinking
- Demonstrated experience in service redesign based on a customer focussed approach and financial sustainability
- Strong understanding of local government, emerging trends and challenges for the sector as well as key service areas
- Demonstrated ability to engage a wide range of professionals to critically review their services and drawing upon this to develop clear strategic directions
- Proven ability to use PC & visual applications as required to meet business objectives. This includes analysis tools (e.g. spreadsheets, databases), documentation tools (eg: word processing) and project management tools and applications, and other corporate business systems such as Office 365, Technology One, Google Drive, Kanbanflow or similar

MANAGEMENT SKILLS

The incumbent will have:

- Demonstrated capacity to think creatively and engage with key stakeholders to address organisational issues and identify business improvement opportunities
- Demonstrated ability to use negotiating skills to achieve team and organisational objectives
- Highly developed ability to manage competing priorities in supporting multiple reviews across the organisation
- Possess a strong achievement/delivery focus – sets high standards including accuracy and attention to detail
- Ability to work autonomously and without supervision
- Ability to retain the confidentiality of all Council business
- Understanding of and ability to implement personnel policies and practices, including OH&S and employee training and development
- Understanding of project management, including project planning, initiation, monitoring and reporting

INTERPERSONAL SKILLS

The incumbent will have:

- High levels of energy, motivation and resilience
- Highly developed verbal, written and visual communication skills including the ability to present report findings to Senior Management, Executive, Councillors and the community
- An ability to gain cooperation and assistance from Council officers including Executive, Managers and Senior Officers
- An ability to network and consolidate working relationships with equivalent roles in other LGAs and organisations
- A partnering style to work cooperatively across the organisation and maintain positive relationships by maintaining a professional and courteous approach at all times
- An ability to lead, motivate and develop people to achieve consistent high levels of performance
- Personal integrity and an honest and ethical approach

QUALIFICATIONS AND EXPERIENCE

- Tertiary qualification in Public Policy and Management, Business Administration or related discipline, preferably at post graduate level
- Substantial experience working in corporate and business improvement in a major organisation
- Proven understanding and demonstrated experience of utilising continuous improvement methodologies in business improvement projects including one or more of the following - Lean, Agile and Human Centred design
- Demonstrated experience to present clear and concise reports that address project objectives and convey complex messages to a range of audiences
- Proven ability to develop and maintain robust partnerships and collaborations and build strong stakeholder relationships
- Demonstrated understanding of change management approaches and their application within a business improvement context

KEY SELECTION CRITERIA

- Highly developed collaboration, problem solving and conceptual thinking skills with the capacity to utilise these in achieving project objectives
- Demonstrated high level analytical, written and verbal communication skills
- Demonstrated capacity to lead Project teams to achieve objectives and to deliver value to stakeholders
- Ability to consistently motivate and empower staff and teams to achieve project objectives and to ensure accountability for team and individual goals
- Advanced knowledge and understanding of continuous improvement methodologies, such as Lean, Agile and Human Centred design
- Tertiary qualifications in business, management or a similar field, preferably at post graduate level