

POSITION TITLE	Process Improvement Analyst
FACULTY/INSTITUTE/DIVISION	Division of the Chief Operating Officer
SCHOOL/SECTION	Commercial Strategy
CAMPUS	Sandy Bay Campus
CLASSIFICATION	Higher Education Officer Level 7
DATE	January 2019

POSITION SUMMARY

The Process Improvement Analyst will form part of a new Shared Services unit within the Division of the Chief Operating Officer. Shared Services brings together our frontline service teams into a regional, networked and customer focussed team of skilled professionals delivering critical, day-to-day service related activities for the University.

Using ServiceNow technology to deliver enterprise service management, the unit will be responsible for improving the visibility of service performance, managing risk and improving efficiency.

The Process Improvement Analyst will be responsible for the continuous improvement of frontline service delivery, incorporating service and knowledge management and ongoing review and improvement of end to end processes through a lean approach that underpins the service experience delivered to staff and students.

Working closely with the Shared Services leadership team, frontline staff and external stakeholders, the Process Improvement Analyst will establish and maintain, working relationships with stakeholders. These relationships will inform and develop customer centric service provision tailored around knowledge-centred support.

POSITION RELATIONSHIPS

Supervisor	Senior Manager Business Improvement – Shared Services
Direct reports	Casual, contracted and project allocated staff as required
Other	Director – Shared Services Associate Director HR - Shared Services Team/Functions Leads – Shared Services Staff within the Chief Operating Officer (COO) Division Relevant staff within Colleges, Student Experience and Research Students and student representative bodies External service providers

KEY ACCOUNTABILITIES AND OUTCOMES

1.	With a customer centric focus, lead the process improvement activities for the Shared Services Unit including, but not limited to:
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	<ul style="list-style-type: none"> • Analysis of existing business processes using a variety of models to identify and prioritise opportunities for improvement that provide workflow efficiencies and reduced costs; • Process mapping and design • Facilitate the engagement – stakeholders • Development and implementation of short and long-term process improvements for the Shared Services unit incorporating LEAN, Agile and other practices. • Monitoring the progress of improvements in order determine their success through the establishment of measurable standards and the regular production of detailed reports.
2.	<p>Provide leadership across the Shared Services unit as it relates to process improvement, including but not limited to:</p> <ul style="list-style-type: none"> • Coordination and leadership of process improvement projects including supervision and management of any project staff. • Embedding process improvement within the Shared Services unit through acting as a mentor and openly sharing knowledge; • Provision, sourcing, promotion and coordination of training in the understanding, application and practice of process improvement methodologies.
3.	<p>Review and establish policies, procedures and guidelines that reflect service needs and support continuous process improvement.</p>
4.	<p>Oversee knowledge centred support that delivers and continuously improves accurate, user-friendly information to enable self-service and cross functional knowledge sharing that supports and proactively aids in the resolution of service requests and queries.</p>
5.	<p>Work with relevant stakeholders on the communication and adoption of global developments in lean process improvement and knowledge management capability.</p>

DECISION MAKING AUTHORITY/LEVEL OF RESPONSIBILITY

The Process Improvement Analyst is required to operate independently under the broad direction of the Senior Manager Business Improvement

Working with a considerable degree of autonomy, the incumbent is required to exercise high level creative planning, management and leadership skills across process and knowledge improvements.

POSITION CRITERIA

Essential Requirements

1. Relevant academic and professional qualifications or equivalent experience/capability, preferably degree qualified with a LEAN accreditation.
2. Experience identifying and managing process improvement initiatives within a complex environment.
3. Extensive knowledge and experience in business process improvement methodologies (Lean/Agile/Six Sigma).
4. Experience in applying project and change management methods and tools through the entire project lifecycle.

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| 5. Strong understanding of service and knowledge management frameworks and their application within a broad and diverse environment. |
| 6. Demonstrated capacity to organise, plan and undertake business/systems analysis and investigations together with the ability to develop innovative solutions to complex problems. |
| 7. Excellent communication, influencing and negotiation skills demonstrating the ability to build effective working relationships with multiple internal and external senior stakeholders. |
| 8. Lead, influence and develop a culture of continuous improvement focused on customer centric solutions and lean process improvements. |
| Desirable Attributes |
| 9. Knowledge of or experience within a university environment and an understanding of the challenges facing Australian universities within a national and international context. |
| 10. ServiceNow enterprise service management experience. |
| 11. ITIL Foundation or higher certification. |
| 12. PRINCE2 project management qualification or equivalent. |

WORKPLACE HEALTH AND SAFETY

- All staff will assist the University to create and maintain a safe and healthy work environment by working safely, adhering to instructions and using the equipment provided in accordance with safe operating procedures. Where appropriate, staff will initiate and participate in worksite inspections, accident reporting and investigations and develop safe work procedures.
- All supervising staff are required to implement and maintain the University's WHS Management System in areas under their control, ensuring compliance with legislative requirements and established Policies, Procedures and Guidelines and, provide the appropriate information, instruction, training and supervision.
- Staff will inform their supervisor of any unsafe working practices or hazardous working conditions

UTAS STATEMENT OF VALUES



We subscribe to the fundamental values of honesty, integrity, responsibility, trust and trustworthiness, respect and self-respect, and fairness and justice. We bring these values to life by our individual and collective commitment to:

- * Creating and serving shared purpose
- * Nurturing a vital and sustainable community
- * Focusing on opportunity
- * Working from the strength diversity brings
- * Collaborating in ways that help us be the best we can