



## POSITION DESCRIPTION

<b>POSITION TITLE:</b>		Information Technology Business Improvement Lead			
<b>POSITION NO:</b>		404305	<b>CLASSIFICATION:</b>		Band 7
<b>DIVISION:</b>		Corporate, Business and Finance			
<b>BRANCH:</b>		Information Services			
<b>UNIT:</b>		Operations and Business Support			
<b>REPORTS TO:</b>		Senior Coordinator Operations and Business Support			
<b>POLICE CHECK REQUIRED:</b>	Yes	<b>WORKING WITH CHILDREN CHECK REQUIRED:</b>	No	<b>PRE-EMPLOYMENT MEDICAL REQUIRED:</b>	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.*

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### POSITION OBJECTIVES

The Information Services Business Improvement Lead operates as a resource that supports the Information Services branch to identify and implement business and process improvement opportunities that enable the delivery of optimal information services to our customers.

This role will lead the effort of developing plans and roadmaps to execute process improvement across all applications, systems and non-systems-based processes and support a healthy, positive, engaged and productive culture throughout all our IT staff.

The Process Improvement Lead is responsible for developing improved processes and outcomes, and a culture of continuous improvement, based on approved best practices, processes and templates so that our IT Teams are enabled to successfully deliver services.

The Process Improvement Lead role includes and is not limited to development and delivery of a defined process improvement standards, tools and methodology maturity roadmap, delivery of enabling practices and processes, following best practices and standards, Performance Metrics development for the processes and projects we deliver, Continuous Process Improvement related services and recommendations.

## **ORGANISATIONAL CONTEXT**

The Municipality 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 best value framework with an emphasis on customer service and continuous improvement.

The Information Services Branch contributes directly to the achievement of these organisational goals. The incumbent is required to pursue goals through effective team work within the Branch and with colleagues in other divisions. The effective management of working relationships both internal and external is critical to supporting the successful delivery of business outcomes for the City of Yarra

## **ORGANISATIONAL RELATIONSHIP**

Position Reports to:	Senior Coordinator Operations and Business Support
Position Supervises:	Business Improvement Officer Training Officer/s
Internal Relationships:	The incumbent liaises with staff at all levels within the Organisation including Chief Executive Officer, Director Corporate, Business and Finance, Manager Information Services, other Corporate Directors and Branch Managers, other Council staff.
External Relationships:	The incumbent is required to negotiate and maintain a professional relationship with relevant internal and external stakeholders.

## **KEY RESPONSIBILITY AREAS AND DUTIES**

### **Business Improvement**

- Support the design and delivery of an annual Business Improvement program that aligns and support the achievement of IT strategy and plans.
- Champion strategic I.T. projects and process initiatives across the branch and organisation.
- Lead a range of stakeholders through process reengineering activities.
- Develop, monitor and report on key performance metrics and indicators around strategy implementation and process improvement.
- Ensure IT procedures, processes, system structures and plans are followed to ensure a high level of customer service.

- Proactively identify scope and prepare business cases for opportunities to improve I.T processes in communication with process owners and managers.
- Identify benefit realisation targets and ensure these are achieved for identified projects.
- Develop and present status reports to key stakeholders tracking the status of the improvement projects.
- Support others in the branch to deliver on process improvement initiatives with emphasis on Lean and Six Sigma principles.

### **Change Management**

- Contribute to the development of change approach, plans and strategies for designated activities and projects.
- Develop clear communication plans and activities that clearly articulate the reasons for change and how they support successful project outcomes.
- Conduct and analyse change impact assessment in relation to internal IT projects.
- Establish and deliver a stakeholder engagement and management approach.
- Lead and promote effective ways of working in a cross organisational and disciplinary team.
- Other activities that support the successful implementation and delivery of projects.

### **Project Management**

- Define project scope, goals and deliverables that support business goals in collaboration with senior management and stakeholders.
- Manage business improvement projects to an agreed project plan and associated communications documents.
- Ensure risks and issues are identified and communicated in a timely fashion.
- Work collaboratively to resolve complex issues and avoid risks to Information technology projects.
- Ensure project teams and key stakeholders are kept informed across relevant project activities.
- Support IT projects transition to Business as usual (BAU).

### **Customer and Stakeholder Management**

- Establish and proactively manage internal relationships.
- Foster a partnership approach to working with stakeholders and teams across the organisation.
- Ensure that customers (both internal and external) receive advice that achieves the best possible business process improvement outcomes.
- Act as an advocate for customers in resolving information technology issues.
- Act consistently and fairly with all customers, focusing on resolving issues and performing with a customer focused attitude.
- Promote the values and behaviours of the Information Services branch as a key service provider to businesses of the City of Yarra.

### **ACCOUNTABILITY AND EXTENT OF AUTHORITY**

- Provide specialist knowledge, guidance and advice to the Information Services Leadership team; having the authority and freedom to act within established operational and budgetary guidelines within the provisions of relevant Acts, Regulations, Codes and City of Yarra policies.
- Report on a regular basis to the Senior Coordinator Operations and Business Support to ensure adherence to set plans, project deliverables and keep informed of significant issues of operational and strategic importance.

- Develop, interpret and apply relevant policy.
- Undertake identified project and tasks that support project delivery.
- Contribute to the development of strategies and plans that support the establishment of service standards in line with business improvement.
- Use independent judgement and problem solving on a day to day basis.
- The incumbent must be able to work autonomously with minimum supervision.

### **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
  - Teamwork
  - Innovation
  - Sustainability
  - Accountability
  - Integrity

### **JUDGEMENT AND DECISION MAKING**

- This position requires the application of specialised methods and techniques in relation to business, service and continuous improvement.
- Judgement is required in the development and application of methods designed to support the delivery of service improvement outcomes.
- This position operates in a broadly regulated environment, receiving little day-to-day management. Management tasks may be in the form of pre-determined objectives and guidelines or special tasks, projects or assignments.
- The objectives are broadly established through Council policy although guidelines, strategies or tactics may be ill-defined or incomplete, allowing for considerable flexibility in interpretation.
- This position deals with complex or unusual issues and is required to assist with the development of new and existing policies and procedures for which guidance may not always be available within the organisation.

## **SPECIALIST KNOWLEDGE AND SKILLS**

- Demonstrated ability to execute and lead through others on process improvement methodologies with emphasis on LEAN or Six Sigma.
- Ability to execute, design and deliver a Continuous Process Improvement program in a large, complex environment.
- Contemporary knowledge of information management technologies and application within a business context.
- Experience and knowledge of change management principles, methodologies and tools. (Prosci or other)
- Experience and knowledge in traditional project management, agile delivery and related Continuous Improvement techniques.
- The ability to establish project actions and plans, and manage project resources (people, budgets, contacts systems and processes).
- Knowledge of Objectives & Key Results [OKRs], development of performance metrics and key performance indicators in strategy execution and process improvement.
- Strong creative problem-solving, negotiation, and facilitation skills, and the ability to work collaboratively, and be self-directed.
- Excellent oral and written communication skills as demonstrated by work products.
- Able to engage with all levels of an organization, including executive and senior-level staff and front-line staff.
- Self-motivated and driven to achieve results and continually identify ways to improve relationships, outputs and processes.
- Demonstrated ability to modify one's own approach in order to achieve a set goal.
- High attention to detail.
- Ability to analyse, understand and produce detailed information quickly and accurately.
- The ability to understand benefits of projects from both the organisation and the customers point perspective.
- The ability to consider and analyse complex issues and identify solutions to difficult situations and problems.
- Focuses on activities and initiatives that will bring the best long-term return for the organisation

## **MANAGEMENT SKILLS**

- Ability to implement personnel policies and practises, including awards, EEO and OH&S policies, recruitment and selection procedures and techniques, position descriptions and staff development schemes.
- Demonstrated experience managing stakeholders including Project Managers and third party vendors on high profile and innovative solutions.
- Demonstrated ability to lead collaborative process to achieve project goals.
- Self-motivated and driven to achieve results and continually identify ways to improve relationships, outputs and processes.
- Educate and challenge the organisation to think differently and to actively seek more effective and efficient procedures and processes.
- The ability to connect with people in different settings and work with people to achieve mutual goals.
- Readiness to take responsibility for delivery of project outcomes.
- The ability to establish project actions and plans, and manage project resources (people, budgets, contacts systems and processes).

- A belief in the value of team work and the ability to work with others to achieve goals and optimal project outcomes.
- Ability to discuss and resolve systems and process issues with counterparts in other units and organisations.
- Highly developed oral and written communication skills including negotiation and consultation skills.
- Expected to contribute to long term staffing strategies and work as part of a team.
- Ability to use independent professional judgment when deal with conflicting pressures and issues.

### **INTERPERSONAL SKILLS**

- Ability to gain the co-operation and assistance from a range of people, including other staff, statutory and government personnel.
- Proactively shape relationships with key internal and external stakeholders.
- Develops and implements long-term, complex and multi-phased strategies to build buy-in and support from key internal and external clients or stakeholders.
- Uses a variety of different influencing and negotiating approaches tailored to different clients to achieve desired outcomes.
- The ability to evaluate people and situations to reach logical and fair decisions.
- The ability to think on your feet, make effective decisions and follow through on conclusions reached.
- The ability to make clear, persuasive representation of ideas and facts both verbally and written formats; gain agreement and acceptance of identified actions.
- Challenges others to seek more efficient ways of doing things to resolve issues.
- Ability to represent council and liaise with counterparts in other organisations to discuss and resolve specialist problems.
- A belief in the value of team work and the ability to work with others to achieve goals and optimal project outcomes.
- Ability to move easily between leading, supporting, designing, developing, implementing roles.
- Ability to motivate and develop employees across teams and organisational structures.

### **QUALIFICATIONS AND EXPERIENCE**

Equivalent combinations of education and experience will be considered for the required qualifications. Bachelor's Degree in Business, Public Administration, Computer Science, Information Technology Management, Economics, or a related field or equivalent combinations of education and experience.

Five (5) years of experience leading and/or managing process improvement within complex high change impact projects and providing planning & strategic recommendations.

Formal Business Improvement, Project Management or Business methodology accreditation in Lean/Six Sigma, PMP, prince2, ISO or similar.

Minimum 5 years' experience using leading methodologies and processes. (E.g. Lean/Six Sigma, PMP, prince2, ISO or similar.

## **KEY SELECTION CRITERIA**

1. Demonstrated tools concepts and methodologies continuous improvement methodologies including Lean/Six Sigma, PMP, prince2, ISO or similar
2. Experience in the management of continuous improvement projects in the information technology sector.
3. Ability to motivate, influence and engage others in the achievement of goals.
4. Ability to generate new ideas, creative approaches to issues and practices.
5. Demonstrated ability to share information and work cooperatively across teams and the organisation.
6. Highly developed oral and written communication skills and an ability to liaise effectively with a wide range of stakeholders.