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| **Position Title**  | Senior Process and Service Improvement Officer |
| **Classification**  | Level 7 |
| **School/Division** | Deputy Vice-Chancellor (Operations) |
| **Centre/Section** | University Transformation and Improvement  |
| **Supervisor Title**  | Manager (Continuous Improvement) |
| **Supervisor Position Number**   | 315863 |
| **Position Number** | 319523, 319558 |

**Your work area**

The University Transformation and Improvement Team plays a pivotal role in advancing the institution's commitment to excellence, quality enhancement, transformation and ongoing continuous improvement. This Team is responsible for process, project and quality improvement initiatives across the University and oversees University-wide service quality and process improvement initiatives that enhance the University's overall service outcomes and performance.

**Reporting structure**

Reports to: Manager (Continuous Improvement)

**Your role**

As the appointee you will, under broad direction, manage projects for the delivery and promotion of Continuous Improvement and Process Management practices to standardise and improve University processes and procedures.

You will take a lead role in the development, implementation and maintenance of tools and systems, and/or the delivery of process improvement projects. You will facilitate workshops and meetings using continuous improvement methodologies, conduct analysis, develop content, and provide recommendations and implementation plans for other functional areas

**Your key responsibilities**

Plan and implement the establishment of systems and tools to ensure efficient operations and service excellence.

Work with stakeholders to develop and implement repeatable business processes, or revise existing processes for improved efficiency, and ensure alignment of interdependent processes across areas.

Provide authoritative advice by applying in depth knowledge of business improvement, project management practices, process management and service catalogues.

Facilitate workshops with a broad cross-section of stakeholders, customers and partners to deliver the right outcome, including live process / service catalogue mapping and electronic documentation.

Develop and lead implementation of projects and actions plans, including change management and resource planning.

Conduct thorough diagnosis of current and future state business processes, including data analysis, documenting and presenting recommendations, and providing assessments of cost, benefits and risks of proposed improvements and solutions.

Act as a liaison between process/service owners, University IT, the policy team, Secretariat and other relevant stakeholders to troubleshoot issues, solve problems and identify opportunities.

Maintain the integrity and quality of UWA Process Hub, documenting processes, work instructions and service information in accordance with relevant frameworks and to agreed standards.

Other duties as required.

**Your specific work capabilities (selection criteria)**

Relevant tertiary qualification or demonstrated equivalent competency.

Substantial relevent experience at an appropriate level.

Excellent written skills and attention to detail, with proven experience in writing reports, procedures or communicating service provision to end users.

Excellent verbal communication skills, proven experience in facilitation and/or training and coaching.

Demonstrated stakeholder engagement and negotiation skills with proven experience in consultation and change management.

Highly developed conceptual, analytical and problem solving with the ability to develop creative solutions to complex problems and business requirements.

Excellent planning and organisational skills, and an ability to set priorities and meet deadlines.

Demonstrated ability to work independently, show initiative and work productively as part of a team.

Highly proficient in the Office 365 suite including in particular, SharePoint (Valo), Visio and PowerPoint.

**Special requirements (selection criteria)**

There are no special requirements.

**Compliance**

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including:

The University’s Code of Conduct [Code of Ethics and Code of Conduct](https://www.uwa.edu.au/policy/-/media/Project/UWA/UWA/Policy-Library/Policy/Code-of-Conduct/Code-of-Ethics-and-Code-of-Conduct.doc)

Inclusion and Diversity [web.uwa.edu.au/inclusion-diversity](https://www.web.uwa.edu.au/inclusion-diversity)

Safety, health and wellbeing [Safety and Health Policy](https://www.uwa.edu.au/policy/-/media/Project/UWA/UWA/Policy-Library/Policy/Sustainability/Wellbeing/Safety-and-Health/Safety-and-Health-Policy.doc)