

# CITY OF GREATER GEELONG

## POSITION DESCRIPTION

GREATER GEELONG: BUILDING OUR COMMUNITY THROUGH ENTERPRISE, OPPORTUNITY AND INNOVATION IN A QUALITY ENVIRONMENT

<b>POSITION TITLE:</b>	<b>Coordinator Business Improvement</b>
<b>POSITION NUMBER:</b>	2688
<b>DIVISION:</b>	People & Organisation Development
<b>DEPARTMENT:</b>	Business Improvement
<b>CLASSIFICATION:</b>	Band 8
<b>REPORTS TO:</b>	Manager Business Improvement
<b>DIRECTLY MANAGES:</b>	Business Improvement Officer/s
<b>INTERNAL LIAISONS:</b>	Executive, Managers, Coordinators and officers
<b>EXTERNAL LIAISONS:</b>	Staff at other councils, consultants, community members, other external groups as required.
<b>DATE:</b>	July 2017

### **POSITION OBJECTIVES:**

The position plays a key role in leading the Business Improvement Department and the delivery of key organisational projects and business improvement activities using project management methodologies, business improvement thinking, business analytics, and ensures projects are delivered on budget, on time, within scope to the agreed quality. This role coordinates the gathering of business data and the generation of reports as required to meet the organisations business improvement requirements.

### **POSITION RESPONSIBILITIES:**

#### **Key Responsibilities:**

1. Lead, motivate and manage the team, including providing strategic direction and day to day guidance and support to team members.
2. Build capability within COGG business units to review work processes and identify improvements using lean principles and techniques.
3. Build capability and be able to produce quality, meaningful and integrated process maps.
4. Monitor the progress of the organisation's Business Improvement set plans and actions.
5. Assist with the development of Business Improvement processes and tools to support a Business Improvement culture.
6. Lead the development of service review methodology and tools to support a continued focus on service reviews.
7. Develop relationships with key stakeholders.
8. Adhere to all Council's policies and procedures relevant to this position.
9. Carry out other duties as deemed reasonable and appropriate to the role as directed from time to time.

**Values:**

Our values represent who we are and who we aspire to be. They are the tools to create the workplace culture we want. We are all accountable for this.

- Respect and encourage each other
- Create a healthy and safe environment for all
- Embrace new ideas and better ways to work
- Make people the centre of our business

**Risk Management and Occupational Health & Safety Responsibilities:**

- Understand and comply with Council OHS policies, procedures and legislative requirements relevant to the position.
- Perform work in a safe and appropriate manner.
- Ensure behavior does not discriminate, bully or harass others.
- Take responsibility for own safety and that of others.
- Proactively report any incidents, injuries, hazards or unsafe work practices.

The following general physical and functional requirements may apply to this position. Specific physical requirements will be attached if applicable.

- Manual handling tasks.
- Prolonged periods of inactivity eg. Sitting at the computer.
- Regular keyboarding associated activities.
- Long / short distance travel between sites.
- Dealing with difficult clients and situations.
- Demanding deadlines.

**KEY SELECTION CRITERIA:**

1. Lean/ Six Sigma certification or relevant experience.
2. Experience in driving Business Improvement programs based on lean/six sigma methodology.
3. Ability to facilitate discussion and activities with large groups/teams.
4. Excellent interpersonal skills to gain cooperation and assistance from others in a complex administrative and political environment.
5. Demonstrated ability to foster productive business relationships.
6. Ability to use a positive and proactive approach to problem solving.
7. Experience in mapping business processes.

**ACCOUNTABILITY AND EXTENT OF AUTHORITY:**

- Manage up to five specialist staff.
- Efficiently and effectively manage the team budget and optimise financial resources for maximum return on investment.
- Fulfil corporate planning, budgetary and risk management responsibilities and ensure services and products represent best value.
- Ensures all Business Improvement activity is aligned with the organisation's vision and strategies.
- Ensure equal opportunities and discrimination free processes and practices.
- Delivery of reports in line with legislative requirements and timeframes including the provision of Council reports and plans as specified by legislation.
- Make a positive contribution to the success of the unit.

- Accountable for creating and capturing accurate and complete records of the business activities related to this position, in accordance with approved policy and procedures. This is applicable to both hardcopy and electronic information, including email.

#### **JUDGEMENT AND DECISION MAKING:**

- Ensure that all work activities comply with the organisation's operational standards and professional business standards.
- Support and provide assistance to the Manager Business Improvement and take direction from agreed policies and procedures. Where situations arise that do not have clear guidelines, seek guidance from the appropriate manager to ensure the best approach is the best way forward.
- Use own judgment and experience for possible options and solutions before seeking assistance.
- Assessing, recommending and managing the use of internal/external inputs such as legislation, services reviews, demographics, research/benchmarking data, trends and influences for Business Improvement outcomes.
- Applying analytical skills in reviewing, presenting and implementing methodologies and system improvements.
- Prioritise the team's daily work to ensure agreed service standards are met.
- Proven high level experience and ability to analyse business services and apply business service improvement processes and concepts, and use sophisticated problem solving approaches to improve business performance and outcomes.

#### **SPECIALIST SKILLS AND KNOWLEDGE:**

- The position requires skills, knowledge and experience in Business Improvement, engagement and facilitation.
- Knowledge of Lean Principles and Six Sigma tools and methodologies.
- Ability to train large groups of people in Lean Principles and Six Sigma.
- Ability to facilitate teams to eliminate waste using lean principles.
- Ability to facilitate and administer meetings and workshops.
- Ability to write plans, reports and recommendations and deliver presentations to officers.
- Knowledge of project management principles.
- Advanced skills in word-processing, database and spreadsheet software.
- Advanced data analysis skills using Microsoft Reporting Services and Microsoft Excel.

#### **MANAGEMENT SKILLS:**

- Proven ability to lead, motivate and manage the team, including providing strategic direction and day to day guidance and support to team members.
- Be accountable for the operational performance of the team and the delegation and resource allocation for effective service delivery.
- Actively build and maintain morale levels through open communication and activities that foster a sense of team unity.
- Demonstrable organisational skills to manage complex technical projects to meet detailed quality requirements, and ability to manage multiple projects to demanding timelines.
- Ensure relevant training and career development opportunities are identified, implemented and applied through the Performance Review process.
- Be a role model for the values, and ensure that Business Improvement programs and services are aligned with the organisation's values.
- Ensure awareness of and implementation of the employee code of conduct.
- Coordinate the induction of new staff.

- In conjunction with People and Organisational Development (P&OD), manage the recruitment needs of the Business Improvement team.
- Proactively manage issues that arise within the team.
- Ensure standard work practices of high quality are in place across the Team.
- Proven ability to be able to lead, manage and deliver on business improvement projects using known business improvement methodologies.
- Proven ability to work as part of a dynamic and progressive team to ensure a professional and high quality management approach.

#### **INTERPERSONAL SKILLS:**

- Ability to communicate with staff at all levels across the organisation.
- Ability to develop a consistent management approach to ensure the team delivers a significant work program supporting the organisational and department Business Plans.
- Ability to provide regular briefings and recommendations to Senior Management on issues within the job scope. The work requires a practical and direct communication style to ensure that directions, new strategies and approaches are successfully understood and implemented by staff.
- Ability to communicate and translate technical and analysed concepts to an appropriate level to ensure audience understanding.
- Ability to be engage with external stakeholders, third party service providers, professional organisations and other regulatory bodies to understand best practice approaches related to a regulatory environments.
- Ability to participate in formal and informal industry interest groups and confidently deal with people at all levels.
- Proven interpersonal and communication skills, particularly in the provision of expert and high quality advice and recommendations to senior management, facilitation of continuous improvement workshops, and engaging staff with process and task analysis.
- Demonstrated written communication skills, including ability to prepare clear and concise policies and reports (including well-reasoned recommendations) for senior management.

#### **QUALIFICATIONS AND EXPERIENCE:**

- Lean/ Six Sigma certification or demonstrable experience with Lean Thinking and/or Six Sigma continuous improvement methodologies.
- Relevant tertiary qualification or equivalent level of experience in related disciplines such as business management or project management.
- Demonstrated high level experience and skill researching, analysing, and presenting business planning data and information.

## HOW TO APPLY

**Applications close:** 5:00pm Friday 25 August 2017

**Contact Person:** Alistair Miller, Manager Business Improvement, 5272 4372.

Submit your online application at <https://www.geelongaustralia.com.au/employment>

If you are unable to submit an online application please send your application to:

Recruitment Administration Officer  
Organisation Development  
City of Greater Geelong  
PO Box 104  
GEELONG VIC 3220

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