

POSITION TITLE: Business Improvement Project Officer

POSITION NO: 2104

EMPLOYMENT TYPE: Permanent Full Time

CLASSIFICATION: Level 5 – 6 (dependant on qualifications and experience)

CERTIFIED AGREEMENT: Officers **AWARD:** QLGA

DEPARTMENT: Finance and Corporate

SECTION: Business Systems

REPORTS TO: Coordinator Business Systems

ORGANISATIONAL VALUES: Honesty Respect Accountability Integrity Unity

1. PRIMARY ROLE

This position will play a key role in the Project Team formed for the effective delivery of Council's business and systems transformation project, 'T2' (Our Business – Our Software – Next Level). It will be primarily responsible for facilitating, tracking and embedding business improvement in the organisation through process mapping, improvement identification and benefits analysis, through to system implementation, support and hand-over to business as usual.

2. KEY RESPONSIBILITIES

Key duties and responsibilities may include, but are not limited to:

1. Effectively contribute to all T2 projects through the mapping of business processes, including identification of improvements and quantification of benefits, through to systems testing, provision of training and support within the business.
2. Lead and facilitate workshops with stakeholders at all levels to scope, map, and analyse business processes and requirements for both small and large projects.
3. Assist in maintaining Council's Business Improvements Register, including documentation of improvement scope, benefits realisation, and post implementation reviews.
4. Develop and maintain System Test Plans and facilitate User Acceptance Testing for Snapshot updates, major software Releases, and project implementations.
5. Liaise with Councils' software vendors, primarily TechnologyOne, in a variety of capacities, such as Support teams and Consultants.
6. Provide advice, analysis, and support within Council in a professional, efficient, and confidential manner ensuring the development and maintenance of good working relationships with all staff, application vendors and other key stakeholders.
7. Work closely with stakeholders and support communication and training initiatives to ensure that all changes are accepted and adopted by the business.
8. Complete additional activities and reasonable directions given by management.

3. ACADEMIC, TRADE QUALIFICATIONS AND OTHER LICENCES - MANDATORY

- Tertiary qualifications or significant proven experience in a relevant field (e.g., Business Analysis, Systems Analysis, Business Administration, Change Management, etc.).
- Minimum requirement of a current C Class driver's licence.

4. KEY SELECTION CRITERIA

1. Demonstrated knowledge, understanding and proven experience working in a corporate environment, including awareness of public facing services.
2. High quality written skills as evidenced through detailed documentation, mapping, and analysis of business processes through active, ongoing engagement with the business which have resulted in business improvement.
3. High quality verbal, interpersonal and presentation skills as evidenced through the effective facilitation of workshops, development of sound working relationships and presentation of analysis and proposals to stakeholders at all levels of the organisation.
4. Excellent time and task management skills, with the ability to problem solve, establish, coordinate, and monitor multiple project activities and meet competing deadlines, both as an individual and as part of a team.
5. Demonstrated ability to develop and deliver effective end user training via a variety of training platforms, such as live classroom or online sessions, pre-developed videos and 'how to' guides as well as ability to effectively support users across all levels of the organisation with varied levels of process or system understanding.
6. Proven experience is the development, coordination, and delivery of User Acceptance Testing with End Users as relevant to systems implementations.

WORKPLACE HEALTH AND SAFETY

The employee will comply with their health and safety duties as detailed in the *Work Health and Safety Act 2011* and Council's Workplace Health and Safety Management System Plan. Employees will also comply with: -

- Their health and safety duties as stated in Council's procedure titled Work Health and Safety Duties and Responsibilities.
- Instructions given by the manager and/or supervisor in respect of the health and safety of themselves and other persons.

CUSTOMER SERVICE

The employee will provide excellent customer service to internal and external customers.

FRAUD, CORRUPTION AND RISK MANAGEMENT

- Report any risks identified (including fraud and corruption) in the performance of duties and responsibilities related to routine day to day activities and special projects.
- Participate and contribute to the conduct of a documented risk assessment that includes fraud and corruption prevention, evaluation, analysis and mitigation of Council's risk exposure.

INTELLECTUAL PROPERTY

Security of Council information viewed or accessed during the performance of duties is contained in the provisions of the Employee Code of Conduct. Subsequently, employees are required to ensure the security and appropriate intended use of Council information at all times.

AUTHORISATION	
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