



# Department of the Legislative Council

## Job Description

### Business Improvement Manager

Classification:	Level 6
Type of employment:	Full time, non-sessional
Functional area:	Office of the Clerk
Date last updated:	November 2025
This position reports directly to:	Deputy Clerk
Number of staff reporting to this position:	Nil

### About the Department

The Department of the Legislative Council provides support to the Legislative Council, its committees, the President of the Legislative Council and elected Members. The Department is responsible, not to the government of the day, but to the Legislative Council and its elected members. Department staff are apolitical and non-partisan and serve all members equally. Further information about the Department can be found [here](#).

The Clerk is the Chief Executive Officer of the Department of the Legislative Council and is responsible for providing expert advice on parliamentary law, practice and procedure to the President, Chair of Committees, ministers and members of the Council and its committees.

The primary goal of the Clerk's Office is to provide high quality executive leadership and strategic management to the Department of the Legislative Council.

### About the Role

The Business Improvement Manager (BIM) works within the Department of the Legislative Council and with counterparts in the other parliamentary departments to identify and implement improvements to business processes. This role is also responsible for corporate activities of the Department.

The BIM ensures that efficient, structured and systematic processes support the operations of the Department of the Legislative Council, and the Legislative Council and its members, by providing quality leadership and strategic management.

While this role principally focusses on business improvement strategies it also has a key role in compliance and in the in the delivery of strategic projects for the Department along with ensuring that the Department plays an active role in Whole of Parliament initiatives.



INDEPENDENCE



INTEGRITY



IMPROVEMENT



RESPECT



CO-OPERATION

The BIM will work closely with the Deputy Clerk to develop, coordinate and report on the Department's implementation of its strategic plan and associated projects; will develop policies and procedures for a range of business activities; and represent the Department on several cross-departmental working groups and committees. The role requires an effective leader with a high degree of initiative and:

- an analytical mindset with capacity to identify areas for improvement, propose solutions and deliver agreed outcomes
- familiarity with contemporary approaches to governance in either private or public sector settings
- substantial experience in and expertise in managing complex projects
- experience working collaboratively with stakeholders to build consensus, identify strategies for implementation and deliver outcomes
- the ability to research, analyse complex issues and evaluate competing arguments
- comprehensive experience in preparing reports, briefing notes and discussion papers.

## Primary Responsibilities

1. Assist in the coordination, implementation and review of the Department's Strategic Plan Business Plan, Annual Report and other corporate reports as necessary.
2. Manage and coordinate the Department's risk management activities, including maintaining and reviewing the risk register and risk treatments and compliance calendar.
3. Maintain systems, records, processes and protocols and identify and implement areas for improvement.
4. Undertake projects including the preparation of project documentation and project reporting.
5. Manage and coordinate the review and application of the Department's policies, plans and governance obligations, including the Department's work health and safety obligations.
6. Maintain effective working relationships with Members, their staff, parliamentary officers and employees from other agencies on parliamentary business.
7. Manage and maintain the physical and electronic assets of the Department.

## Specific Duties

Governance:

1. Assist the Clerk by:
  - a. liaising with the Executive Management Team to coordinate the implementation of the Department's strategic objectives in accordance with the key strategies identified in the Department's Strategic Plan and annual Business Plan;
  - b. coordinating the review of departmental policies to achieve outcomes for the Department; and
  - c. managing the Department's governance obligations and represent the Department's interests on other inter-departmental committees.

2. Manage the Department's risk registers, related treatment action plans and compliance obligations; actively promote risk management principles and the adherence and review by managers of risk management policies and plans.
3. Manage work health and safety for the Department and promote compliance with WHS principles and practices.
4. Discharge duties and responsibilities as a member of the Executive Management Team.

#### Projects:

5. Undertake complex projects for the Department, including the preparation of project documentation and project reports. These projects include key strategic initiatives of the Department, projects that intersect with other Departments, and special projects at the direction of the Clerk.

#### Physical and electronic assets and records:

6. Manage the maintenance of the Legislative Council precincts.
7. Manage the maintenance of the Department's physical and electronic assets.
8. Manage and undertake the drafting and publication of the Department's annual report and other reports on the work of the House and its committees, ensuring the Department's governance obligations in terms of reporting requirements are met.
9. Maintain the Department's Record Keeping Plan (RKP) in accordance with the State Records Act 2000.
10. Manage, monitor and review the Department's records management systems and practices, ensuring compliance with the RKP.
11. Co-ordinate delivery of staff training in relation to record keeping requirements in accordance with the RKP.
12. Ensure appropriate governance of expenditure and discharge the responsibilities assigned as an incurring and certifying officer, in accordance with the *Financial Management Act 2006*.
13. Undertake other duties as directed by the Clerk and Deputy Clerk.

## Selection Criteria

#### Essential:

1. Well-developed critical, conceptual and analytical thinking, including the ability to make decisions and develop solutions to complex problems.
2. Experience in the provision of advice on of corporate governance including reporting frameworks, compliance, risk and audit.
3. Exceptional interpersonal skills, including demonstrated negotiation and stakeholder engagement.
4. Demonstrated experience in delivering business improvement projects, including project management and reporting.
5. Experience in policy review and development.

6. Comprehensive experience in conducting research, and preparing reports, briefing notes and discussion papers.

### **Desirable**

1. Appropriate and relevant tertiary qualification or relevant experience.

## **Competencies**

### **ADAPTABILITY**

Maintaining effectiveness in varying environments and with different tasks, responsibilities and people.

### **ANALYSIS/PROBLEM ASSESSMENT**

Securing relevant information and identifying key issues and relationships from a base of information; relating and comparing data from different sources; identifying cause-effect relationships.

### **INDIVIDUAL LEADERSHIP/INFLUENCING**

Using appropriate interpersonal styles and methods to inspire and guide individuals (direct reports, peers and superiors) toward goal achievement; modifying behaviour to accommodate tasks, situations, and individuals involved.

### **INITIATIVE**

Making active attempts to influence events to achieve goals; self-starting rather than accepting passively; taking action to achieve goals beyond what is required; being proactive.

### **INTEGRITY**

Maintaining and promoting social, ethical and organisational norms in conducting internal and external business activities.

### **MEETING PREPARATION AND FACILITATION**

Use appropriate interpersonal styles and methods to achieve a meeting's objectives; modify behaviour and communication styles according to tasks and individuals present.

### **MEMBER SERVICE/FOCUS**

Proactively developing working relationships with members by making efforts to listen to and understand them; anticipating and providing solutions to their needs; giving high priority to member satisfaction.

### **ORAL AND WRITTEN COMMUNICATION**

Expressing ideas effectively in individual and group situations (including non-verbal communication and use of visual aids); adjusting language or terminology to the characteristics and needs of the

audience. Expressing ideas clearly in documents that have organisation, structure, grammar, language and terminology adjusted to the characteristics and needs of the audience. Ability to research and analyse information and draft reports based upon that information.

### **ORGANISATIONAL AWARENESS**

Having and using knowledge of systems, situations, procedures and culture inside the organisation to identify potential organisational problems and opportunities; perceiving the impact and the implications of decisions on other components of the organisations.

### **PLANNING AND ORGANISING/WORK MANAGEMENT**

Establishing a course of action for self and/or others to accomplish a specific goal; planning proper assignments of personnel and appropriate allocation of resources.

### **QUALITY ORIENTATION/ATTENTION TO DETAIL**

Accomplishing tasks through concern for all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; maintaining watchfulness over a period of time.

### **STAFF MANAGEMENT / SUPERVISION SKILLS**

Effectively manage tasks and responsibilities through the allocation of duties; develop relationships with staff by active listening, involvement in relevant work activities, and the provision of constructive feedback on their work.

### **TEAMWORK/COLLABORATION**

Working effectively with team/work group or those outside formal lines of authority (e.g. peers, senior managers) to accomplish organisational goals.

### **TOLERANCE FOR STRESS**

Maintaining stable performance under pressure and/or opposition (such as time pressure or job ambiguity); managing stress in an acceptable manner.

### **WORK STANDARDS**

Setting high goals or standards of performance for self and subordinates; being dissatisfied with average performance; self-imposing standards of excellence rather than having standards imposed by others.

## Further Information

This position will be required to undergo a Police Record Check, and the occupant may be requested to undertake skills and psychometric testing.

This is a full-time position.

## Acknowledgement

I acknowledge that the supervisor has explained this job description form to me.

..... / /  
Staff member's signature Date

I acknowledge that I have explained this job description form to the above mentioned staff member.

..... / /  
Supervisor's signature Date