



Job Description Form

Business Improvement Officer

Position Details

Position Number: Generic

Classification: Level 5

Award/Agreement: Public Sector Award and Agreement

Organisational Unit: Housing Policy and Development / Housing Services /
Housing Practice and Support

Location: Perth Metropolitan Area

Classification Date: August 2012

Effective Date: January 2025

Reporting Relationships

This position reports to:

Business Improvement Coordinator, Level 6

Positions under Direct Supervision:

This position has no subordinates.

Role Statement

This position is responsible for developing, implementing and reviewing business improvement activities within Housing Practice and Support and Regions across the State of Western Australia.

The role promotes awareness of quality practices amongst Regional staff and assists in the development and implementation of frameworks and processes for achieving continual business improvement and Regional performance.

Position Duties and Responsibilities

1. Business Improvement

- 1.1 Participates in the research, planning and development of business improvement initiatives and translates into clearly articulated work plans for implementation activities.
- 1.2 Takes forward business improvement initiatives and recommendations assigned by Business Improvement Coordinator as identified through quality assurance reviews, Executive Officer feedback, business performance results and identified procedure and systems gaps.
- 1.3 Reports to the Business Improvement Coordinator and also takes direction from the Manager Housing Operational Support on the implementation of business improvement initiatives.
- 1.4 Liaises with Departmental staff across all business units with regards to implementing business improvement and anticipates opportunities to enhance and compliment performance requirements.
- 1.5 Identifies issues and performs investigation of all internal and external business improvement related problems and ensures resolutions are completed in a timely manner.
- 1.6 Positively participates in implementing organisational change strategies.

2. Promotes Excellence

- 2.1 Provides ongoing support and advice to stakeholders regarding business improvement.
- 2.2 Contributes to implementing strategies to assist staff strive for excellence in the provision of service delivery.
- 2.3 Promotes business improvement approaches.
- 2.4 Develops and maintains networks and relationships with internal and external stakeholders.
- 2.5 Represents the Department at relevant forums and meetings.
- 2.6 Consults with internal and external stakeholders on matters relating to business improvement.

2.7 Prepares and presents reports, briefing papers, and other written materials relating to strategies

3. Other

3.1 Maintains knowledge of Service Delivery systems and processes.

Corporate Responsibilities

1. Exhibits accountability, professional integrity and respect consistent with the Department's Values, the Code of Conduct, and the public sector Code of Ethics.
2. Actively participates in the Department's performance development process and pursues professional development opportunities.
3. Participates in emergency or critical event response management duties as required.
4. Undertakes other duties as required.

Work Health and Safety Responsibilities

All Employees (and Volunteers / Trainees / Contractors)

1. Take reasonable care for your own health, safety and wellbeing at work, and that of others who may be affected by your actions or omissions; and comply and cooperate with safety and health policies, procedures and applicable legislated requirements.

Supervisors (if applicable)

2. In addition to the Employees WHS responsibility, ensure as far as practicable, the health, safety and wellbeing of staff under your supervision through the provision of a safe workplace in accordance with health and safety legislation.

Essential Work-Related Requirements (Selection Criteria)

1. Demonstrated high-level ability to communicate effectively, verbally and in writing, including experience in reporting and providing advice.
2. Effective interpersonal skills, with the ability to obtain and provide information across a range of people in various contexts.
3. Demonstrated conceptual and analytical skills and the ability to contribute to practical and innovative solutions to problems.
4. Knowledge and experience in the development, implementation, maintenance and evaluation of business improvement strategies.
5. A sound knowledge of strategic and business planning, and the ability to conduct research and analysis on a range of identified issues.
6. Well-developed organisational skills with the ability to operate within tight timeframes.
7. Demonstrated ability to work proactively as part of team and to contribute to the achievement of Directorate priorities.

Desirable Work-Related Requirements (Selection Criteria)

1. Relevant qualifications or progress towards an applicable qualification in a relevant field and/or relevant work experience.

Essential Eligibility Requirements / Special Appointment Requirements

1. Appointment is subject to a satisfactory Criminal Record Check conducted by the Department.
2. Candidates possessing international qualifications must provide assessment by the Overseas Qualification Assessment Unit (OQU) from Department of Workforce Development and Training WA or OQU assessment from another state for approval as an equivalent by the Executive Director, Department of Commerce.

