

Business Improvement Coordinator

Business and Customer Services

Position number	00039777
Agreement	Public Service and Government Officers CSA General Agreement 2017 (or as replaced)
Classification	Level 5
Reports to	Senior Business Improvement Coordinator (Level 6)
Direct reports	Nil

Context

The Business and Customer Services Directorate (BCS) supports the objectives and outcomes of clients by providing value for money corporate services through streamlined business systems and processes and skilled and motivated people.

The Business Capability branch leads and advises on operation direction and systemic improvement initiatives and outcomes, to continually improve customer service delivery.

The Branch is responsible for initiating, managing and coordinating programs to enhance the capability and capacity of principals, managers corporate services, school corporate services staff and central services staff across the Department.

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Key responsibilities

The Business Improvement Coordinator provides training, support and advice to the Directorate and business areas across the Department as they engage with business process mapping, management and improvement. The Officer assists to ensure adherence to agreed processes and standards.

The Coordinator provides system administration services to the Department for business process mapping systems.

Specialist Services

- assists with the planning, implementation and evaluation of business processes mapping and management
- provides specialist advice, training and support to staff across the Department on business process management systems, management and improvement

- provides system administration for business process management systems
- provides support to business areas across the Department to develop process maps, guidelines and procedures
- undertakes special projects and evaluations related to business improvement initiatives across Education Business Services and the Department

Branch Support

- assists in supporting Directorate staff with business process mapping
- contributes to a work environment that is safe, fosters equity and diversity, enables achievement of personal and organisational goals and facilitates accomplishment of designated roles and deliverables
- contributes to service improvement projects relevant to the Directorate
- represents the Directorate on committees and working groups as required

Customer and Stakeholder Support and Liaison

- facilitates training opportunities for Directorate staff
- collaborates and negotiates with Directorate staff on business process management and improvement matters
- maintains a strong focus on customer service delivery and continuous improvement of services
- establishes and maintains effective communication links and working relationships within the Group and across the Department to ensure access to diverse specialist knowledge

Selection criteria

1. Demonstrated considerable experience and knowledge of business process analysis, research and the application of process improvement principles within an information systems context
2. Demonstrated skills and experience in providing application system support at an operational level
3. Demonstrated well developed written, oral and interpersonal communication skills with the ability to consult, negotiate and maintain collaborative partnerships with a wide range of stakeholders
4. Demonstrated skills and experience in providing a high-level customer-focused service
5. Demonstrated well developed project planning and management skills, including proven ability to use initiative, prioritise work, meet agreed targets and deliver agreed results in a timely and efficient manner

Eligibility and training requirements

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment
- complete the Department's induction program within three months of commencement
- complete any training specific to this role required by Departmental policy
- complete the Department's training in Accountable and Ethical Decision-Making within six months of appointment

Certification

The details contained in this document are an accurate statement of the responsibilities and other requirements of the position.

ENDORSED

Date 23 July 2019
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