



Business Improvement Officer

Finance Services

Position number	00028730
Agreement	Public Service and Government Officers CSA General Agreement 2017 (or as replaced)
Classification	Level 4
Reports to	Manager, Finance Services (Level 8)
Direct reports	Nil

Context

The Business and Customer Services (BCS) Directorate supports the objectives and outcomes of clients by providing value for money corporate services through skilled and motivated people. The BCS aims to deliver services within an environment of standardised systems and processes.

The Finance Services Branch provides accounts payable, accounts receivable, maintenance of the Department's asset registers, credit card management, lease administration, debt recovery, general ledger and taxation services.

Visit education.wa.edu.au to find out more information about the Department of Education.

Key responsibilities

Specialist Services

- develops, analyses and monitors reports on financial processes against established benchmarks and key performance indicators
- undertakes research, analysis and evaluation to inform recommendations for system, policy and process improvements and makes appropriate changes in accordance with evaluation outcomes
- monitors the implementation of service improvement initiatives and develops methods to review and evaluate their effectiveness
- designs, delivers and evaluates education programs, presentations and workshops on current and changing policies, procedures and systems for BCS staff and customers.

Branch Support

- contributes to a work environment that is safe, fosters equity and diversity
- enables the achievement of personal and BCS goals and facilitates accomplishment of designated roles and deliverables
- contributes to change management projects relevant to the Branch
- BCS business processes and policies are documented and maintained in accordance with Departmental and legislative requirements and established benchmarks and performance indicators are monitored

- represents the Branch, as required, on Directorate committees and working parties.

Customer and Stakeholder Support and Liaison

- establishes and maintains effective working relationships within BCS and across the Department
- liaises, collaborates and consults with stakeholders on potential business process enhancements and usage and undertakes preliminary research of options and opportunities
- promotes a positive and proactive customer-focused service improvement delivery model for staff and suppliers
- liaises with teams to develop and maintain up-to-date online BCS policies and procedures, ensuring information is accessible and communicated effectively to staff and customers
- maintains a focus on customer service delivery and continuous improvement of services
- develops and maintains effective communication links and working relationships to ensure access to diverse specialist knowledge.

Selection criteria

1. Demonstrated sound experience and knowledge of process improvement principles within an information systems context.
2. Demonstrated sound knowledge of project management, finance policies, procedures and systems.
3. Demonstrated sound ability to develop, deliver and evaluate training programs.
4. Demonstrated sound verbal, written and interpersonal communication skills, including the ability to build positive relationships and to influence, facilitate and negotiate effectively with clients and stakeholders at all levels.
5. Demonstrated sound analytical and conceptual skills with the ability to identify trends and issues and provide innovative solutions to problems.
6. Demonstrated sound planning, organisational and time management skills, including the proven ability to use initiative, prioritise work, meet agreed targets and deliver agreed results in a timely, efficient and customer-focused 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 12 July 2019
Reference D19/0304813