



Business Improvement Coordinator

POSITION DESCRIPTION FORM

Region / Portfolio / Directorate:

Community and Coordination Portfolio

Position Description Number:

215990

District / Branch:

Standards and Practices Division

Rank / Level / Band:

Level 4

Work Unit:

Strategic and Operational Development Unit

Employment Conditions

Industrial Agreement/Award: Current PSA PSCSAA and Agency Specific Agreement

Work Pattern: Monday – Friday (Day Work): May be required to work outside normal operating hours

Location: Perth

Position Objective

Provides Business Improvement (BI) reporting, develops and maintains surveys, forecasting tools, and process maps. Ensures the upload and maintenance of data and complies with standard procedure and practices.

Role of Work Unit

Our vision is to promote continuous improvement, and embed standards and quality practices across the agency to be an exceptional police force in our community.

The primary focus of this division is to ensure a high quality of service is provided to the WA community. We achieve this through exploring opportunities for strategic and operational improvement, fostering innovation and supporting contemporary best practice investigations.

The Strategic and Operational Development Unit (SODU) is committed to the continuous improvement of the WA Police through the identification of opportunities to deliver more efficient and effective business models to deliver services to key stakeholders.

This is achieved by working with business areas to realise opportunities for strategic and operational improvement across the WA Police Force. These opportunities can be identified through consultation or undertaking reviews, and we can assist with implementing approved recommendations by providing business areas with advice and tools.

Reporting Relationships

This position reports to:

- Executive Manager, Level 7

Direct reports to this position include:

- Nil

Total number of positions under control: Nil

Position Title: Business Improvement Coordinator	Rank, Level or Band Level 7	Position Number: 215990
-----------------------------------------------------	--------------------------------	----------------------------

Key Accountabilities

1 Business Improvement (45%)

- 1.1 Produces BI process reporting and information reports as required.
- 1.2 Formulates reports and provides recommendations to the Executive Manager on any matters requiring determination.
- 1.3 Ensures validity and integrity of logistical reporting and products and maintains data in accordance with standard procedure.
- 1.4 Contributes to the development and continuous improvement of BI processes and procedures.
- 1.5 Assists the Senior Business Analysts in developing and maintaining models to support agency BI frameworks and related processes.
- 1.6 Undertakes research, analysis and evaluation of business improvement methods and provides recommendations to the Executive Manager accordingly.
- 1.7 Undertakes research and investigates more complex reform issues as directed by the Executive Manager.

2 Stakeholder Management (30%)

- 2.1 Consults and liaises with management and personnel at all levels and business areas on BI process matters, providing guidance and advice to Subject Matter Experts and Review Managers.
- 2.2 Develops and maintains ongoing liaison with WA Police personnel in relation to BI matters.
- 2.3 Liaises and collaborates with other Strategy and Planning section, Benefits Realisation Unit and Value Management Office in relation to the evaluation of BI initiatives and processes, through the provision and explanation of associated survey data and information holdings.
- 2.4 Attends to general and complex inquiries from personnel throughout WA Police.

3 Planning and Coordination (20%)

- 3.1 Coordinates information and process documentation for BI processes and maintains subsequent information and data holdings.
- 3.2 Contributes to the BI process by planning, coordinating and administering systematic surveys across the Agency as a means for continuous business improvement practices.
- 3.3 Undertakes a quality assurance role of surveys in accordance with relevant processes and procedures.
- 3.4 Coordinates BI process logistics including review panel presentation schedules, and preparation of relevant review panel documentation.

4 Other (5%)

- 4.1 Understands and complies with information security policies and procedures to ensure information holdings/systems are kept confidential and utilised accurately and reliably.
- 4.2 Undertakes other duties as directed.

Position Title: Business Improvement Coordinator	Rank, Level or Band Level 7	Position Number: 215990
-----------------------------------------------------	--------------------------------	----------------------------

Work Related Requirements

Essential

Context in which work related requirements will be applied and or general standard expected.

Communication (written and verbal) and interpersonal skills.

Liaising with personnel within WA Police. Providing advice and guidance on BI matters. Coordinating and preparing statistical information for surveys. Prepare reports and process documentation. Communicating survey data and information for evaluation and planning purposes.

Conceptual, analytical and research skills.

Sourcing, assessing and analysing logistical information. Considering consequences and recommending solutions.

Computer skills.

Utilising various Microsoft Office products and systems for the purpose of maintaining logistical data. Producing statistical reports.

Organisational skills.

Prioritising workloads and attending to matters of high priority.

Team work skills.

Working as part of a team and providing assistance to other team members.

Capability Framework

The framework is intended to support staff and supervisors through the performance cycle and identify core competencies relevant to the rank and/or classification level.

Certification

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

Position Title and Work Unit	Name	Date
A/Executive Manager Organisational Design & Analysis	Julie Ismail	18/02/2020
District / Branch Head	Michelle Pitts-Hill	12/02/2020