



Principal Consultant, Business Improvement Business and Customer Services

Position number	00041501
Agreement	Public Sector CSA Agreement 2021 or as replaced
Classification	Level 7
Reports to	Manager, Business Improvement and Capability (Level 8)
Direct reports	Senior Business Improvement Coordinator (Level 6) Senior Business Intelligence Analysts (Level 6)

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 Improvement and Capability (BIC) branch sits within the Business and Customer Services Directorate (BCS) but delivers services across the Education and Business Services (EBS) Division and the broader Department through School Corporate Services staff. The BIC branch works collaboratively with EBS areas to implement business improvement initiatives and organisational change to ensure corporate services functions are efficient and effective. The branch is responsible for leading and enabling the implementation of workforce and organisational reform and improvement initiatives across EBS and school corporate services staff.

We align our services through the EBS Business Excellence Framework which details how EBS manages its business and supports the goals of continuous improvement and capability for the EBS focus areas of Our Customers, Our People, Our Processes and Systems. The Branch maintains a focus on supporting school corporate services staff through EBS processes, communications and capability building initiatives.

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

Key responsibilities

Specialist Services

- Collaborate across EBS to identify opportunities and develop strategies and plans for business improvement which align with strategic priorities.
- Lead and coordinate agreed business improvement and organisational change programs for EBS in collaboration with Manager BIC and EBS leaders.

- Provide high level advice and lead the evaluation of opportunities for improvement, innovation and change.
- Continually scan the environment and liaise with professional bodies and specialist groups to identify opportunities for improvement of business management functions.
- Provide knowledge and support to EBS in the area of continuous improvement through business process mapping, service delivery reviews and the development and monitoring of key performance indicators to maximise efficiency and effectiveness.
- Champion a business improvement and data driven culture across EBS with an emphasis on customer value and improved service delivery and efficiency.
- In collaboration with the Manager BIC, develop and implement criteria for performance evaluations of the use of business management functions.
- Develop and maintain best practice frameworks, tools and systems for organisational change, business improvement and data analytics.
- Develop and maintain systems utilising data to generate insights and facilitate better decision-making and reporting.
- Liaise with state, national and other bodies to influence standards and programs relevant to business management processes and practices.

Management and Directorate Support

- Provide leadership, supervision and support of business improvement staff to build change management, business improvement and business intelligence capabilities.
- Establish and manage project teams to deliver BIC outcomes ensuring timely delivery and effective stakeholder engagement.
- Undertake regular review of plans to ensure achievement of outcomes, stakeholder satisfaction and value for money.
- Monitor and manage staff leave entitlements to ensure accrued leave is cleared within a reasonable timeframe and in accordance with relevant awards, agreements and Departmental policy.
- Manage staff performance in accordance with the Public Sector Performance Management Standard and Departmental policy.
- Lead and contribute to the change management projects relevant to the Branch, BCS Directorate and EBS.
- Contribute to a work environment that is safe, fosters equity and diversity, enables the achievement of personal and EBS goals, and facilitates accomplishment of designated roles and deliverables.

Customer and Stakeholder Management and Liaison

- Maintain a strong focus on customer service delivery and continuous improvement for EBS and stakeholders.
- Provide high-level advice and mentoring to business leaders on the implementation of business improvement and change initiatives.
- Build and maintain influential relationships with senior management and key stakeholders, gaining trust and support in the development and implementation of business improvement outcomes that meet EBS priorities.
- Develop communication links to ensure effective flow of information to and from stakeholders using EBS business improvement and management processes.
- Represent BIC as directed on Department and cross government committees and working parties.

Selection criteria

1. Demonstrated extensive knowledge and experience in developing and implementing business improvement and change projects in a complex service-oriented organisation.
2. Demonstrated highly developed leadership and organisational skills to manage a small team to coordinate, influence and deliver change and improvement projects.
3. Demonstrated highly developed stakeholder and communication skills with the ability to coach and influence others, including effective conflict resolution, negotiation and consultation with all levels of management.
4. Demonstrated experience implementing continuous improvement practices, tools and business performance measures to encourage a continuous improvement culture.
5. Demonstrated highly developed research, analytical and conceptual skills with the ability to think creatively and conceptually to provide high quality, future focussed results.

Eligibility and training requirements

Employees will be required to:

- obtain a current department of Education Criminal Record Clearance prior to commencement of employment
- obtain or hold a current Working with Children Check
- 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 May 2022
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