



Senior Business Improvement Coordinator

Business and Customer Services

Position number	00038246
Agreement	Public Service and Government Officers CSA General Agreement 2017 (or as replaced)
Classification	Level 6
Reports to	Manager, Business Improvement (Level 8)
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 Senior Business Improvement Coordinator contributes to developing, implementing and evaluating programs, strategies, systems and tools to deliver business improvement and organisational change to enhance the effectiveness and efficiency in managing the department's business outcomes.

The Senior Business Improvement Coordinator contributes to the development and analysis of key performance metrics and a balanced scorecard tool for the reporting of performance across a range of measures.

Project Management and Directorate Support

- coordinates and manages continuous improvement projects related to school-level and system-level requirements to improve service delivery to customers
- contributes to the strategic and operational management of the Directorate
- influences the Directorate's strategic directions and business plans by having awareness of best practice, trends and issues concerning the core functions of the Directorate

- develops plans and systems to support/enable/monitor achievement of the Directorate's vision and imperatives in alignment with directorate objectives
- deploys project resources, including people, financial, physical and information, to ensure they are available to address the Directorate's strategic plans, contractual obligations and other organisational priorities
- provides support to project staff and encourages and assists with the development and implementation of capability building strategies
- contributes to a work environment that is safe, fosters equity and diversity, enables the achievement of personal and organisational goals and facilitates accomplishment of designated roles and deliverables
- ensures compliance with relevant policy and statutory requirements such as the Financial Management Act, Treasurer's Instructions and Public Sector Standards.

Customer and Stakeholder Management and Liaison

- provides advice to senior management on business reform programs and service improvement initiatives and issues
- collaborates with, and provides information to, stakeholders on business capability reform matters and processes
- provides expert advice to stakeholders on change management and business improvement initiatives and activities
- engages with stakeholders to evaluate systems, tools and staff capacity to implement change initiatives and deliver improved service outcomes
- develops and maintains effective communication links and working relationships with key internal and external stakeholders to ensure access to diverse specialist knowledge
- maintains a strong focus on customer service delivery and continuous improvement of services
- builds strategic alliances with customers, stakeholders and interest groups to enable development, acceptability and achievement of designated outcomes and to promote service capabilities
- represents the Directorate, as required, on Departmental committees and working parties.

Specialist Services

- contributes to the planning and project management of business reforms and service improvement initiatives
- undertakes complex analysis and business process modelling to develop business/service improvement strategies and projects
- contributes to the development and implementation of business process mapping and service improvement frameworks to facilitate development of work systems, policies, governance processes and tools
- develops and implements evaluation frameworks and analyses and reports on performance metrics and customer feedback.

Selection criteria

1. Demonstrated highly developed skills and substantial experience in business process analysis, research and the application of quality improvement/risk management principles including service review, audit and evaluation techniques and principles.
2. Demonstrated substantial skills, knowledge and substantial experience in business management practices, including the ability to critically analyse and use data to drive service improvement and business performance.
3. Demonstrated substantial skills, knowledge and experience in project management with ability to meet targets, milestones, budgets and timelines using appropriate management of human resources.

4. Demonstrated highly developed skills and experience in identifying opportunities to improve product/service delivery and implement solutions through effective change strategies.
5. Demonstrated highly developed verbal and written communication and interpersonal skills with the ability to effectively liaise with key internal and external stakeholders at a senior level and to build strong relationships.
6. Demonstrated skills and experience in achieving outcomes and delivering quality products and services consistent with customer needs and defined quality expectations.
7. Demonstrated highly developed analytical and conceptual skills with the ability to interpret data in order to provide innovative solutions to complex problems.

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

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