



## Job Description Form

### Our Purpose

To provide safe, customer-focused, integrated and efficient transport services.

<b>Position Title</b> Service Designer	<b>Level</b> 6	<b>Position Number</b> 36962
<b>Division/Directorate</b> Finance & Contracts	<b>Branch/Section</b> Business Transformation	
<b>Effective Date</b> December 2023	<b>Health Task Risk Assessment Category</b> 5	

### Reporting relationships

Superordinate: Finance Model Lead – L7

Subordinates: No Direct Reports

### Key role of this position

The Public Transport Authority's (PTA) Business Transformation Program will fundamentally reshape the organisation, its processes, technology, and data to enable better ways of working and improve the services and insights delivered from our key corporate functions.

The Service Designer will play a critical role in shaping and optimising our finance operating model and its practices. You will work closely with cross functional teams to assess business processes, identify areas for improvement and design innovative solutions that align with leading practices and enhance the efficiency and effectiveness of our financial operations.

### Core duties and responsibilities

#### Service Design

- Clearly define customer and user needs and interactions.
- Collaborate with cross-functional teams to analyse processes and opportunities for improvement.
- Create a service catalogue that visualises the end-to-end finance operating model, highlighting touchpoints and interactions.
- Generate solutions and concepts for improving finance operations, develop prototypes to help stakeholders understand the solutions.
- Work closely with cross functional teams to implement the new solutions.
- Apply human-centered design principles to ensure finance operations improvements are streamlined, user-friendly and meet the needs of stakeholders.
- Utilises data and analytics to inform decision making and measure the impact of service design changes.

#### Change Management

- Develops strategies and plans for the implementation of the new processes, ensuring smooth transitions and user adoption.
- Monitors the performance of the redesigned processes and seeks feedback for optimisation and sustainability.
- Performs other duties as required.

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## SELECTION CRITERIA

### 1. Core Competencies

- Relevant tertiary qualification in service design, UX design, business or related field, or equivalent work experience.
- Proven experience in service design, preferably in finance or operations.
- Knowledge of financial systems, ERP software and accounting principles.
- Experience with process mapping and modelling.
- Proficiency in design thinking and lean methodologies and tools.

### 2. Management and Leadership

- Strong leadership and management skills, including the ability to provide clear advice, directions and appropriate feedback to stakeholders.

### 3. Communication and Interpersonal

- Highly developed written, verbal and interpersonal communication and presentation skills.
- Ability to work collaboratively and negotiate with stakeholders to facilitate outcomes and solutions.

### 4. Conceptual, Analytical and Problem Solving

- Highly developed analytical and problem-solving abilities.
- Detail orientated with focus on accuracy and quality.

### 5. Computer Literacy

- Understanding of the role of IT systems in the workplace and emerging technologies.
- Familiarity with design software and prototyping tools.

### 6. Special Requirements

- Satisfactory completion of required medical examinations.
- Provision of a current National Police Clearance certificate.

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### Certification

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

### Managing Director / Executive Director / General Manager

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Signature

.....  
Date

### Employee

I have read and accept the responsibilities of the Job Description Form.

The position's duties are to be performed in accordance with the PTA's Code of Conduct and the PTA's Values.

.....  
Signature

.....  
Date

