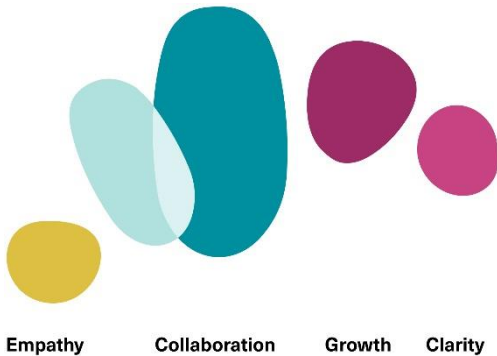




Position Description

Position Title:	Manager Business Improvement	Classification Level:	7
Position Number:	32008	Reports to:	Assistant Director EIM, Business Improvement and Governance L8
Directorate:	Service and Invest	Supervises:	0 FTE
Branch/Section:	Inform and Improve	Location:	Perth Metropolitan Area



Our Values

Our values define who we are, how we communicate, interact, develop and work together. Our values underpin everything we do.

Our values: **Clarity, Empathy, Collaboration** and **Growth**.

Empathy Collaboration Growth Clarity

Role Summary

The Manager Business Improvement leads the Department of Finance's (Finance) efforts to apply fundamental principles of continuous improvement across end-to-end processes and programs. The role provides specialist advice in business improvement principles and tools and on preparation of business frameworks and systems which align with department and directorate strategy. The role is also responsible for initiation of business improvement programs based on best practice techniques to ensure optimal and efficient customer service delivery.

Responsibilities

- Lead the development, planning, delivery and overall management of process improvement and process support services for the Service and Invest Directorate and the wider department.
- Provide high level advice to senior executive and various internal and external stakeholders on matters relating to the availability, accessibility, effectiveness and efficiency of services, processes, data and applications .
- Provide high level advice and contribute to the development of operational and tactical plans to support business improvements.
- Proactively identify business improvement opportunities within the directorate and oversee continuous improvement of existing processes.



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- Develop and implement strategies and measures which improve the connection between service delivery, customer outcomes, and performance measures.
- Provide leadership in helping to drive change and business improvement across all functions through the adoption of best practice or new and innovative approaches to service delivery.
- Maintain sufficient understanding of evolving capabilities and innovations to be able to engage with customers about their use in business improvement solutions.
- Monitor and analyse business trends and opportunities impacting on the efficiency and effectiveness of the directorate and develop business improvement strategies to compliment business planning.
- Implement and manage business reviews and process improvements across the directorate through effective stakeholder engagement and application of lessons learnt.
- Develop, maintain and strengthen effective networks and partnerships with key stakeholders in government, industry and the community to achieve objectives and outcomes, and to contribute to a community of best practice.
- Champion the principles and tools of effective business improvement to internal and external customers and stakeholders to raise collective understandings and promote data-driven decision making.
- Undertake projects which contribute to more efficient, compliant and effective policies, procedures and services.
- Demonstrate Finance's values in all interactions to contribute towards an innovative, customer focused, high-performing and values-led organisational culture.
- Demonstrate the expected leadership behaviours and mindsets in the context of Leading Others.
- Perform other duties as directed.

Essential Requirements

- Demonstrated extensive experience in business and process mapping and analysis and applying business improvement methodologies in complex settings;
- Demonstrated experience formulating and deploying business and process improvement strategies to improve organisational performance and customer experience.
- Highly developed written, verbal and interpersonal communication skills, including the ability to resolve problems, negotiate and consult with a range of stakeholders;
- Highly developed understanding of the role of Business Improvement to inform business and corporate planning, monitor performance and achieve broader directorate and organisational goals.

Desirable Requirements

- Possession of, or progression towards, a relevant tertiary qualification.
- Technical skills that include system and information impacts of process change, modelling languages, process modelling tools and solution architecture.



Leadership Context

We believe all our people are leaders. We consider leadership to be critical to the success of Finance and the public sector and, to support this, we have adopted **Leadership Expectations**. This role operates in **Leading Others** context. It is essential that you demonstrate the expected behaviours in the context of the role (additional detail provided in separate attachment).

- **Lead collectively:** Seek and build key relationships, work together, and focus on the greater good.
- **Think through complexity:** Think critically, work with ambiguity and uncertainty, assess solutions and impacts, and take calculated risks.
- **Dynamically sense the environment:** Be in tune with the political, social, and environmental trends that impact the work; understand and recognise the needs of others and leverage relationships for desired outcomes.
- **Deliver on high leverage areas:** Identify priorities, pursue objectives with tenacity and display resilience in the face of challenges.
- **Build capability:** Proactively develop others; share learning to promote efficiency and effectiveness; and champion diversity and inclusion.
- **Embody the spirit of Public Service:** Display empathy, compassion, humility and integrity, and a genuine passion for the work; demonstrate a responsibility to Western Australians; and work in the interest of the public good.
- **Lead adaptively:** Continuously seek to understand personal strengths and areas for improvement, be adaptive to change and adjust leadership style in different contexts.

Pre-employment requirements

Australian Permanent Residency is a minimum requirement for permanent appointment to the WA Public Sector. For a fixed term contract or casual appointments, applicants require a valid Work Visa for the duration of the entire term.

Appointment is subject to 100 point identification check and Criminal Records Screening clearance.

Certification

Verified by: Lynda Oversby, HR Consultant, March 2025

Classification Evaluation Date: February 2021

