

## Position Description

### Business Improvement Analyst

#### Position profile

<b>Business Unit</b>	Business Transformation	<b>Position number</b>	P10937 & P11161 & P11550
<b>Department</b>	General Manager's Unit	<b>Status</b>	Permanent Full Time
<b>Salary group</b>		<b>Date endorsed</b>	
<b>Reports to</b>	Coordinator – Business Improvement		

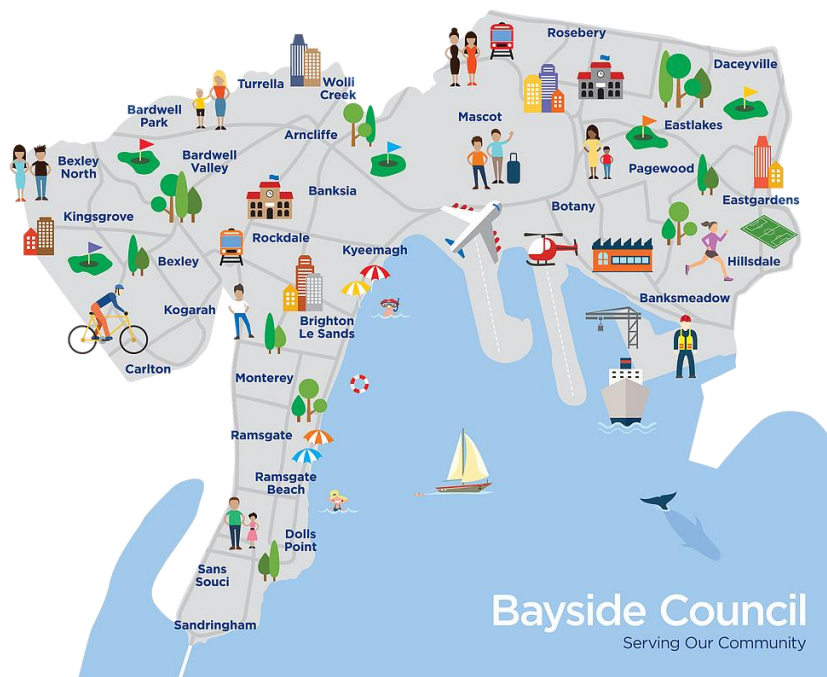
#### Overview

Bayside Council is an exciting place to work, live and play. The Bayside Council area covers approximately 50 square kilometres and over 175,000 people call Bayside home.

Bayside Council is the gateway to Sydney's south. With significant state infrastructure within our boundaries and key transport corridors between Port Botany, Sydney Airport and greater Sydney, change is everywhere and so are the opportunities.

By working together, we are making a difference across our Council, creating a great future.

This is an exciting opportunity for an innovative, customer centric and outcomes focused individual to be part of a modern, dynamic organisation that serves the Bayside community well.



## Values

The following values were developed by Bayside Council employees and underpin our shared commitment in delivering our vision for the future.

The values guide us and define how we strengthen our working environment to deliver on the aspirations of our community.

- **Visionary Leadership** - We are all leaders - decisive, outward focused and forward thinking, setting the vision for Bayside Council today and into the future
- **Empowered People** - We are courageous and innovative - committed to making a difference in our work
- **Meaningful Relationships** - We support and invest in each other - creating a strong collaborative culture
- **Exceptional Service** - We go above and beyond - delivering an outstanding customer experience every time

## Primary purpose of the role

The Business Improvement Analyst will gather, elicit and lead refinement for business processes/ systems, working collaboratively with team members on the design and implementation of solutions.

The Business Improvement Analyst will contribute to Bayside Council's Business Improvement Delivery Program through supporting projects and initiatives aimed at enhancing customer satisfaction and community impact, including the deployment of smart technology such as Smart CCTV and Internet of Things (IoT) sensors.

As a liaison between teams, the Business Improvement Analyst ensures clear documentation and understanding of business requirements, facilitating seamless solution implementation. Integral to Bayside's business improvement roadmap, this role entails partnering with stakeholders to deliver customer-centric enhancements.

Additionally, the Business Improvement Analyst will collaborate with the business to develop change management and communication strategies, ensuring the successful integration of project outcomes.

## Key accountabilities

Within the area of responsibility, this role is required to:

- Identify, analyse and document business processes, technical functions and user requirements to enhance business process/ systems, assisting others to decide on best approach
- Investigate problems, analyse options and provide recommendations for new and existing services, new initiatives, strategies and products to improve compliance, effectiveness and address risks.
- Monitor and report on initiatives, strategies and compliance products to improve the effectiveness of processes and products
- Identify, analyse, manage and monitor relationships with and between stakeholders, engaging with users and stakeholders to collate needs and define research which fits needs.
- Contribute to the development, facilitation, coordination and communication of initiatives and strategies to ensure organisational consistency and adoption of best practice.
- Support the delivery of improvement projects, ensuring adherence to project management principles, timelines, budgets, and quality standards.
- Undertake analysis into trends, patterns, anomalies and exceptions in data and use this information to provide insights back to the business to enhance performance.

- Using data sourced from workshop sessions, and review methodologies, evaluate the performance of functions across Council to maximise efficiencies and service to the Bayside community.

## Key challenges

- Providing high quality, customer focused service delivery while adhering to required timeframes.
- Responding to requests for information and advice while balancing competing demands to ensure objectives are achieved.
- Assisting in the timely collection and dissemination of accurate information and intelligence in a high-volume work area with competing priorities

## Role Dimensions

### Decision Making





- The role is accountable for the delivery of activities on time, within budget and to meet expectations in terms of quality, deliverables and outcomes.
- Accountable for implementing the decisions made by the governing body, General Manager and Directors of Council.
- Guided by Council-agreed strategic plans, statutory guidelines and relevant legislation.
- Determine day-to-day work priorities in line with approved work unit and Council plans.

### Essential Requirements

- Bachelor's Degree (or equivalent formal qualifications) in Information Technology, Business/Commerce or similar.
- Experience in process mapping/improvement, change management, project management, system optimisation and/or technology related projects (including systems and data management).

## Competency summary

Below is the full list of competencies adapted from the NSW Public Sector Capability Framework and the level required for this role. The competencies in bold are the focus competencies for this role. Refer to the next section for further information about the focus competencies.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Adept
	<b>Manage Self</b>	<b>Adept</b>
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	<b>Commit to Customer Service</b>	<b>Adept</b>
	<b>Work Collaboratively</b>	<b>Adept</b>
	Influence and Negotiate	Adept
 Results	<b>Deliver Results</b>	<b>Adept</b>
	Plan and Prioritise	Adept
	<b>Think and Solve Problems</b>	<b>Intermediate</b>
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Adept
	<b>Technology</b>	<b>Adept</b>
	Procurement and Contract Management	Adept
	<b>Project Management</b>	<b>Adept</b>

## Focus Competencies

The focus competencies for the role are the competencies in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Manage Self	Adept	<ul style="list-style-type: none"> <li>• Look for and take advantage of opportunities to learn new skills and develop strengths</li> <li>• Show commitment to achieving challenging goals</li> <li>• Examine and reflect on own performance</li> <li>• Seek and respond positively to constructive feedback and guidance</li> <li>• Demonstrate a high level of personal motivation</li> </ul>
<b>Relationships</b> Commit to Customer Service	Adept	<ul style="list-style-type: none"> <li>• Take responsibility for delivering high quality customer-focused services</li> <li>• Understand customer perspectives and ensure responsiveness to their needs</li> <li>• Identify customer service needs and implement solutions</li> <li>• Find opportunities to co-operate with internal and external parties to improve outcomes for customers</li> <li>• Maintain relationships with key customers in area of expertise</li> <li>• Connect and collaborate with relevant stakeholders within the community</li> </ul>
<b>Relationships</b> Work Collaboratively	Adept	<ul style="list-style-type: none"> <li>• Encourage a culture of recognising the value of collaboration</li> <li>• Build co-operation and overcome barriers to information sharing and communication across teams/units</li> <li>• Share lessons learned across teams/units</li> <li>• Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work</li> </ul>
<b>Results</b> Deliver Results	Adept	<ul style="list-style-type: none"> <li>• Take responsibility for delivering on intended outcomes</li> <li>• Make sure team/unit staff understand expected goals and acknowledge success</li> <li>• Identify resource needs and ensure goals are achieved within budget and deadlines</li> <li>• Identify changed priorities and ensure allocation of resources meets new business needs</li> <li>• Ensure financial implications of changed priorities are explicit and budgeted for</li> <li>• Use own expertise and seek others' expertise to achieve work outcomes</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Results</b> Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> <li>• Research and analyse information and make recommendations based on relevant evidence</li> <li>• Identify issues that may hinder completion of tasks and find appropriate solutions</li> <li>• Be willing to seek out input from others and share own ideas to achieve best outcomes</li> <li>• Identify ways to improve systems or processes which are used by the team/unit</li> </ul>
<b>Business Enablers</b> Technology	Adept	<ul style="list-style-type: none"> <li>• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks</li> <li>• Identify opportunities to use a broad range of communications technologies to deliver effective messages</li> <li>• Understand, act on and monitor compliance with information and communications security and use policies</li> <li>• Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business</li> <li>• Support compliance with the records, information and knowledge management requirements of the organisation</li> </ul>
<b>Business Enablers</b> Project Management	Adept	<ul style="list-style-type: none"> <li>• Prepare clear project proposals and define scope and goals in measurable terms</li> <li>• Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements</li> <li>• Prepare accurate estimates of costs and resources required for more complex projects</li> <li>• Communicate the project strategy and its expected benefits to others</li> <li>• Monitor the completion of project milestones against goals and initiate amendments where necessary</li> <li>• Evaluate progress and identify improvements to inform future projects</li> </ul>

## Corporate Obligations

<b>Budget</b>	Council adopted budget for financial year.
<b>Delegations</b>	Decisions associated with this position are to be made in accordance with the Delegations of Authority approved by the General Manager.
<b>Risk Management</b>	Contribute to Council's risk management framework.
<b>Integrated Management Systems</b>	Continually review policies, procedures & processes to increase organisational effectiveness and efficiency and create a culture of innovation and continuous improvement.
<b>Workplace Health and Safety</b>	<p><b>Workers</b> have overall responsibility, accountability and authority to ensure their workplace is a healthy and safe workplace for all workers and will have the following work health and safety (WHS) responsibilities:</p> <ul style="list-style-type: none"> <li>• Participate in the implementation of WHS information within Council's Safety Management System (SMS)</li> <li>• Participate in consultation of WHS issues in their area of responsibility and WHS reporting, risk assessment and incident investigations</li> <li>• Develop the necessary knowledge and skills to effectively enable you to carry out your WHS responsibilities that are assessed through KPIs noted in your Individual Work Objectives</li> <li>• Wear personal protective equipment and follow safe work procedures, where relevant</li> <li>• Report all hazards, near misses, and incidents as soon as practical to Manager, Coordinator or Team Leader and no later than 24 hours following the event, and</li> <li>• Participate in incident investigations and risk assessments within 24 hours of notification.</li> </ul> <p><b>INDOOR EMPLOYEE:</b></p> <p>To be aware of appropriate procedures in relation to safe manual handling techniques when undertaking work tasks, including:</p> <ul style="list-style-type: none"> <li>• Lifting/moving files, storage boxes etc,</li> <li>• Moving equipment for set up and storage,</li> <li>• Moving tables and chairs for meetings or training,</li> <li>• Sitting and working posture when in meetings and at the workstation.</li> </ul>
<b>Code of Conduct</b>	All staff are required to adhere to the Code of Conduct and associated policies, including, but not limited to Gifts and Benefits policy; Secondary Employment policy; Public Interest Disclosure policy; and Bullying & Harassment Prevention policy.
<b>Customer Service</b>	Provide quality customer service to external and internal customers in accordance with Council's values, policies and procedures.
<b>Records Management</b>	Comply with Council's Records Management policies, procedures and guidelines.



<b>Disclosures of Interest</b>	Disclose pecuniary interests (if a designated person in accordance with s 441 of the Local Government Act 1993).
<b>Equal Employment Opportunity</b>	Comply with EEO based legislation and Council's policies, procedures and guidelines.

<b>HUMAN RESOURCES USE</b>	
Does this position fall under the definition of child related employment?	<b>No</b>
Does this position require incumbent to undergo criminal reference check?	<b>No</b>
Does this position require incumbent to demonstrate good driving record or possess a specific licence?	<b>No</b>
<b>Specify licence:</b>	
Will incumbent need to make disclosure of pecuniary interest?	<b>Yes</b>
Could there be a conflict of interest with secondary employment?	<b>Yes</b>