

POSITION DESCRIPTION

Position Number:	CIA
Position Title:	Continuous Improvement Advisor
Division:	Corporate & Regulatory Services
Classification:	Level 5 Step 1 - Level 5 Step 3
Status:	Full Time / Fixed Term (2 Year Contract)
Hours:	76 hours per fortnight
Reports To:	People and Culture Coordinator



Position Objectives
<p>The Continuous Improvement Advisor will develop, implement, and champion proven continuous improvement methodologies that align with industry best practices and support key organisational projects. This role will coordinate business planning, service reviews, and process improvement initiatives, ensuring that organisational priorities are met in a streamlined and effective manner.</p> <p>The position will also collaborate with various teams to facilitate workshops, conduct data-driven analyses, and provide strategic advice to enhance operational performance.</p> <p>Additionally, the role involves contributing to risk management and embedding change management practices to foster a culture of continuous improvement across the organisation.</p>

Leadership Team Capabilities	
People	Being Approachable, Building Great Teams
Activities	Safety and Wellbeing, Managing Work
Information	Effective Communication, Creativity & Innovation
Relationships	Customer & Community Focus Trust
Self	Integrity, Being accountable

Void without CEO approval:

REVIEWED: Manager		24/10/2024
REVIEWED: General Manager		24/10/2024
APPROVED: Chief Executive Officer		29/10/2024



Key Result Areas

1. Continuous Improvement Program.
2. Business Analysis and Review.
3. Risk Management.
4. Change Management.

Key Duties & Responsibilities

1. Continuous Improvement Program

- Develop and implement clear and proven continuous improvement methodologies and frameworks that will support organisational “unlocking projects”, enhance productivity, deliver measurable outcomes, align with industry best practices and integrate seamlessly into business processes.
- Coordinate and engage cross-functional teams to complete improvement projects including business planning, service reviews and process improvement projects by working within the established organisational frameworks.
- Implement and maintain an agreed program of work to ensure that organisational priorities are delivered in a streamlined manner.
- Research, develop and provide relevant reports and documents that support continuous improvement decision making and enhance the progress and outcomes of initiatives.
- Champion the benefits of improvement methodologies as a means of generating the most effective and sustainable business outcomes.

2. Business Analysis and Review

- Lead service and process reviews that enhance and improve the performance and operations of the organisation.
- Facilitate workshops with teams as part of improvement methodologies, focusing on collaboration, buy-in, and effective engagement to validate and document current processes and align teams around shared business improvement objectives.
- Collaborate with the business to define business problems, assist in developing hypotheses, conduct relevant reporting, summarise insights, and co-design business improvement initiatives.
- Collect, analyse and leverage data to support targeted and efficient process and service improvements, strategic decision making and measurement of organisational performance.
- Establish plans based on prioritised tasks, available resources, work schedules and project milestones.
- Provide timely guidance and advice on business analysis and improvement approaches to help others strengthen their business management and improvement skills.
- Identify opportunities for alignment, integration, and simplification across the business, ensuring cohesive improvements.



3. Risk Management

- Contribute to the development and continuous improvement of Council's Risk Management Framework and related tools, templates, and guides in line with industry standards and best practice.
- Establish strong relationships across the organisation to provide advice and education related to the development and review of risk registers.
- Develop high quality risk reports for the executive leadership team and Audit and Risk Committee.
- Ensure the timely development, publication, and communication of risk information.

4. Change Management

- Embed change management processes as part of the continuous improvement program to manage stakeholder impacts and build engagement throughout the process.
- Facilitate workshops and training sessions to build organisational capability on business improvement processes, tools, and best practices, thereby promoting a culture of continuous improvement.

5. Other Duties

- This position maybe required to perform any duties included within the position classification (and at lower classifications where necessary) as specified by the South Australian Municipal Salaried Officers Award, general officer classification criteria and which the incumbent has the necessary professional and technical skills.

6. Adhere to City of Mount Gambier General Conditions of Employment

- Undertake other related duties as required for the effective and efficient operation within the scope of this position.
- Follow defined work health and safety legislation, policies and procedures related to the work being undertaken in order to ensure own safety and that of others in the workplace.
- Follow defined information management practices, policies and procedures for all records created and received.
- Be responsible for and actively involved in identifying and managing risk in day to day activities and projects.
- Follow all defined organisational systems, policies and procedures related to the work being undertaken.
- Demonstrate and adhere to the principles of conduct and standards of behavior as defined within the Code of Conduct – Behavioural Expectations of City of Mount Gambier's Staff Members.
- Demonstrate and uphold the organisation's Values (Lead, Connect, Deliver) that define the standards that guide our behaviours and commitment in working to accomplish the vision and mission.
- Embrace and support the organisation's customer service charter.



Key Competencies & Selection Criteria

Inherent Essential License/s, Clearances and Checks

- Current satisfactory National Police Certificate
- Current Working with Children's Check
- Current and valid Driver's Licence – (CLASS C)

Essential

- A tertiary qualification in a relevant field such as Business Administration, Project Management, Change Management or related discipline, and/or significant experience in a similar position.
- Comprehensive knowledge and understanding of continuous improvement, and project management.
- Proven high-performance in delivering change management through a defined model (i.e. ADKAR) is desirable.
- Experience applying project management methodologies and continuous improvement delivery.
- Experience in process redesign and system implementations.
- Demonstrated experience in planning, prioritization and work allocation across a project team.
- Strong interpersonal skills to influence, persuade, coaching, influence and motivate others.
- Exceptional organizational skills with an ability to empathise and negotiate.
- Enthusiastic, solution-focused attitude, with the determination to find the best outcome and drive change.

Desirable

- Previous experience in local government is desirable.



Occupant: VACANT

Date Appointed:

I have read and understood the key result areas, duties, and responsibilities of this position as described above.

Acknowledged by Occupant: _____ / ____ / ____
Signature *date*

