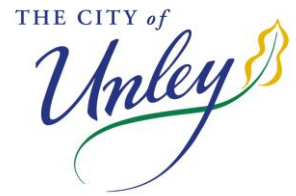


POSITION DESCRIPTION

CORPORATION OF THE CITY OF UNLEY



1. JOB IDENTIFICATION:

Title of Position: BUSINESS IMPROVEMENT LEAD
Business Unit: TECHNOLOGY AND BUSINESS IMPROVEMENT
Reports to: EXECUTIVE MANAGER, TECHNOLOGY AND BUSINESS IMPROVEMENT
Classification: MOA 7 or 8 (depending on applicants' skills and experience)

2. POSITION OBJECTIVES:

The Business Improvement Lead is a delivery-focused role that turns improvement opportunities into implemented, embedded and sustained change across Council. It delivers against strategic priorities and performance frameworks rather than setting them. The role also embeds continuous improvement as an everyday organisational mindset and capability, enabling leaders and teams to improve how work is done as part of normal practice.

- Lead the consolidation, prioritisation and delivery of a single, organisation-wide continuous improvement pipeline.
- Convert improvement opportunities surfaced through the Organisational Plan, audits, service reviews and operational experience into implemented, embedded and sustained change.
- Embed continuous improvement as an everyday organisational mindset and capability, enabling leaders and teams to lead and sustain their own improvements over time.
- Coordinate delivery of the Organisational Plan's commitments as one input into the broader improvement pipeline, maintaining visibility of progress and outcomes for Executive.
- Drive benefits realisation by defining, tracking and reporting the value delivered through improvement initiatives.
- Establish and maintain close working relationships with Executive, Managers, Service Owners and the Strategic Performance Lead, to ensure improvement delivery is aligned with, and feeds into, Council's strategic and performance reporting.

3. KEY RESPONSIBILITIES:

Organisational Plan Coordination and Oversight

- Coordinate the implementation of the Organisational Plan across the organisation, as one of several inputs into the improvement pipeline.
- Translate Organisational Plan commitments into clear, prioritised initiatives and actions.
- Establish and maintain visibility of progress, dependencies, risks and outcomes.
- Work with Executive and Senior Leaders to ensure ownership, accountability and delivery of Plan commitments.
- Provide regular, clear reporting and insights on Organisational Plan delivery to Executive.
- Ensure alignment between Organisational Plan initiatives and operational delivery across the business.

Improvement and Prioritisation

- Consolidate improvement opportunities surfaced by others into a single delivery pipeline, drawing on:
 - o the Organisational Plan



Better Together



Be Progressive



Strive for Excellence

- o internal and external audits
 - o service reviews
 - o projects and pilots
- Establish and maintain a single, prioritised improvement pipeline aligned to:
 - o strategic value
 - o effort versus benefit
 - o organisational capacity
- Provide clear line-of-sight to Executive on improvement activity, sequencing and risks.

Delivery and Change Leadership

- Lead cross-functional improvement initiatives in partnership with managers, service owners and project leads.
- Apply structured improvement and change approaches to ensure initiatives are implemented and sustained.
- Ensure improvements are embedded into:
 - o policies and procedures
 - o systems and tools
 - o roles and responsibilities
 - o performance measures

Embedding a Continuous Improvement Mindset

- Work with People & Culture and Senior Leaders to build continuous improvement into everyday organisational practice, not a one-off project or event.
- Develop and embed consistent approaches, tools and frameworks so leaders and teams can lead and sustain their own improvements over time.
- Coach and upskill leaders and teams to own and sustain improvement initiatives once delivered, reducing reliance on centralised support.
- Foster a lasting culture of reflection, learning and continuous improvement aligned to the Organisational Plan.

Benefits Realisation and Reporting

- Define expected benefits and success measures for improvement initiatives.
- Track, validate and report on benefits realised, including efficiency, effectiveness and service outcomes.
- Provide transparent reporting and insights to Executive and governance forums.
- Capture and apply lessons learned to strengthen future improvement efforts.

Integration and Collaboration

- Work closely with the Strategic Performance Lead, who owns Council's strategic and corporate planning frameworks and performance measurement systems, to ensure alignment between:
 - o planning
 - o performance measurement
 - o reporting
 - o improvement activity
- Receive strategic-level improvement needs identified by the Strategic Performance Lead through planning and performance monitoring and consolidate these into the Business Improvement Lead's single delivery pipeline alongside inputs from audits, service reviews and operational experience.
- Feed benefits realisation and delivery data back to the Strategic Performance Lead for inclusion in Council's strategic and Annual Report-level performance reporting.
- Ensure performance insights and strategic priorities inform improvement delivery, and that improvement outcomes are reflected in performance reporting.

Staff must comply with WHS and Return to Work SA legislation requirements and relevant WHS policies, procedures and safe work practices implemented by the City of Unley.

Work Health and Safety (WHS) Responsibilities:

- Actively support and contribute to the City of Unley's proactive safety culture by always demonstrating safe behaviours and respectful conduct.
- Identify and promptly report hazards, unsafe conditions, near misses, injuries, incidents, aggression, or property damage to their Program Coordinator.
- Take reasonable care for their own health and safety and ensure their actions do not adversely affect the health, safety, or wellbeing of others.
- Follow all requirements outlined in the City of Unley's WHS Management System, including relevant safe work procedures and emergency protocols.
- Attend required WHS inductions, training, and briefings, and follow all instructions, guidance, and safety advice provided.
- Use plant, equipment, and personal protective equipment correctly and only for its intended purpose and report any defects or damage.
- Immediately cease work and notify their leader if they believe a task presents an uncontrolled or serious risk.
- Raise concerns respectfully where tasks, workload, behaviours, or interactions may present physical or psychosocial risk.
- Support a respectful and inclusive environment free from bullying, harassment, discrimination, or inappropriate behaviour.
- Participate in safety discussions, reviews, or improvement activities where reasonably requested.
- Comply with emergency management procedures, including evacuation and incident response instructions.

SAFE ENVIRONMENT:

- Comply with the City of Unley Safe Environment policy and all relevant policies and procedures.
- Notify the Department of Human Services if, on reasonable grounds, you suspect that a child has been or is being abused or neglected if the suspicion is formed in the course of your work while carrying out official duties.
- Notify the Department of Human Services if, on reasonable grounds, you suspect that an aged and/or vulnerable person has been or is being abused or neglected if the suspicion is formed in the course of your work while carrying out official duties.
- Seek advice and support from your Team Leader, Manager or the People & Culture team if a notification is required.
- Advise your Team Leader, Manager or the People & Culture team if there is a change in your criminal history status and undertake a Department of Human Services Screening every three or five years (time frame is related to specific clearance type), unless more regular screening is required for legislative purposes.

EQUAL OPPORTUNITY EMPLOYMENT:

Contribute to the promotion and adherence of the employee conduct standards and in particular Equal Opportunity by adhering to the provisions of relevant legislative requirements.

Actively support and contribute to the City of Unley's organisational values.

OUR VALUES





Better Together

Looks like ...

- Everyone matters
- Embrace diversity and difference
- Work as a team
- Collaborate with others
- Show care and support
- Share information and share the load
- Celebrate the wins, and the effort to get there



Be Progressive

Looks like ...

- Adapt, experiment and try new ways
- Be agile, open and take the right risks
- Seek new information & perspectives
- Learn and grow
- Embrace challenge and take action
- Shape the future



Strive for Excellence

Looks like ...

- Deliver our best work
- Set the benchmark high
- Be the best at getting better
- Reflect, evaluate and measure
- Achieve outstanding results
- Have pride in working for local government

4. PERFORMANCE AND SKILL REQUIREMENTS:

a) Qualifications/Experience

Essential

- Tertiary qualifications and/or extensive experience in business improvement, change management, project delivery or a related discipline.
- Demonstrated experience leading cross-functional initiatives and delivering organisational outcomes.
- Experience coordinating complex programs or plans across multiple stakeholders.
- Proven ability to deliver and measure benefits from improvement activity.

NOTE: Copies of the above listed qualifications/licences/certificates are required as evidence on appointment.

Desirable

- Experience within local government or public sector.
- Formal certification in improvement or change methodologies.

b) Knowledge

Essential

- Continuous improvement, change management and benefits realisation methodologies.
- Understanding of how strategic planning translates into operational delivery.
- Knowledge of governance, risk and organisational change considerations.

c) Skills

Essential

- Strong analytical and problem-solving capability.
- Ability to translate strategy and commitments into prioritised, actionable work.
- High-level stakeholder engagement, facilitation and influencing skills.
- Strong communication skills, including Executive-level reporting.
- Ability to lead change and drive outcomes across organisational boundaries.

d) Personal Attributes

Essential

- Outcomes-focused and accountable.
- Highly collaborative and able to influence at all levels.
- Resilient and adaptable in a complex environment.
- Pragmatic with strong judgement and delivery focus.
- Committed to building a culture of continuous improvement.

By signing this position description, the employee and the employee's manager agrees that it is an accurate reflection of the responsibilities and requirements of the position:

Incumbent:

Date:

Manager:

Date: