

Position Description

Business Process & Systems Advisor

Position Title:	Business Process & Systems Advisor	Directorate:	Infrastructure and Works
Position Number:	100865	Department:	Works
Employment Status:	Part-Time - 3 days per week	Position Type:	Indoor Employee
Employment Type:	Fixed-term contract - 12 months	Location:	Work Centre,34 Vieste Drive, Glenorchy
Classification Structure:	Grade 4		
Reports to:	Manager Works		

PRIMARY PURPOSE:

The Business Process & Systems Advisor provides embedded, on-site support for the implementation and adoption of Project Phoenix at the Works Centre. The role supports supervisors, coordinators, administration employees and field crews to use TechnologyOne CiA and the Field application effectively, with a focus on work orders, electronic timesheets, crew and labour allocation, asset allocation, purchasing, materials, photographs and work completion records. The position delivers practical training, one-on-one coaching, user resources and day-to-day troubleshooting to help move Works Centre operations from paper-based processes to consistent digital workflows. The role also supports the Technical Officer - Works and acts as a link between Works Centre users, the Project Phoenix team, ICT and relevant subject matter experts.

The position supports users to apply approved business processes and system configurations. It does not independently approve changes to system configuration, access permissions, financial controls, payroll rules or asset-management requirements. Matters requiring technical, policy or process-owner decisions are documented and escalated to the appropriate subject matter expert.

ORGANISATIONAL REPORTING RELATIONSHIPS:

1. Internal:

- The **Business Process & Systems Advisor** reports to the **Manager Works** for all operational and management matters.
- The role is a key contributor to the Works team and will work closely with the Technical Officer - Works, supervisors, coordinators, administration employees, field staff, the Project Phoenix team, Asset Management, ICT, Finance, Payroll and other Council employees as required.

2. External:

- The role may liaise with TechnologyOne, software support providers, training providers, contractors and other service providers as required. The position has no direct reports.

Accountabilities And Responsibilities

Training and User Support	▪ Deliver practical face-to-face, small group and one-on-one training for supervisors, coordinators, administration employees and field crews. ▪ Provide embedded floor-walking support at the Works Centre and, where required, attend field locations to coach employees using shared tablets and the Field application. ▪ Tailor training to different levels of digital literacy and explain system processes in plain language using real Works Centre tasks and examples. ▪ Support users with work order creation, scheduling, completion and closure; electronic timesheets; crew and labour allocation; asset allocation; purchasing and requisitions; materials; photographs; and general work order updates. ▪ Provide additional coaching to employees who require repeated or individual assistance and monitor learning progress. ▪ Develop and maintain practical quick guides, work instructions, checklists, process maps and other self-help resources suited to operational users. ▪ Key outcomes during the fixed-term appointment: ○ Works Centre employees receive role-specific training before or during implementation. ○ Approved quick guides and work instructions are available for priority processes. ○ Training attendance and identified competency gaps are recorded. ○ Recurring user, process, data and system issues are logged and escalated. ○ Super users are identified, trained and supported. ○ A documented handover and ongoing support model is completed before the contract ends. ▪ Adoption and data-quality reporting is provided against measures agreed with the Manager Works and Project Phoenix team.
System Adoption, Implementation and Improvement	▪ Support the rollout, adoption and stabilisation of TechnologyOne CiA and the Field application across all Works Centre operational areas. ▪ Assist the Technical Officer - Works and the Project Phoenix team with implementation activities, user acceptance testing, training preparation, go-live support and post-implementation stabilisation. ▪ Identify barriers to adoption, recurring user errors, process gaps and system issues, and work with relevant stakeholders to resolve or escalate them. ▪ Promote the approved digital processes and help eliminate unnecessary paper records and parallel workarounds. ▪ Support accurate and complete recording of labour, materials, work activities and assets to improve payroll, financial and asset costing information. ▪ Monitor common data quality issues, including missing or incorrect asset allocation, incomplete work orders, unrecorded labour and incorrect coding, and provide targeted coaching. ▪ Gather user feedback and work with subject matter experts to validate and improve training content, local procedures and system use. ▪ Help develop internal super users within operational areas and prepare a practical handover and ongoing support model before the position ends.

	▪ Maintain records of training delivered, attendance, support issues, recurring themes and progress against agreed adoption measures. ▪ Collaborate with all council employees and proactively share knowledge to help build and maintain skills and capability. ▪ Perform duties in a manner that fosters cooperation and maintains positive working relationships with team members. ▪ Show respect for others and their viewpoints, contributing to an inclusive and respectful workplace culture. ▪ Deliver high-quality, compliant work and advice that earns trust and promotes respect from colleagues and the community. ▪ Work collaboratively with team members and stakeholders to achieve outcomes effectively and on time. ▪ Assist in the delivery of daily team operations, participating in team meetings, and allocating work tasks. ▪ Contribute to an inclusive workplace culture by respecting diverse perspectives and encouraging open, constructive communication ▪ Take ownership and responsibility for delivering activities that benefit the community and align with council goals, strategic and annual plans. ▪
Team Work and Collaboration	▪ Collaborate with all council employees and proactively share knowledge to help build and maintain skills and capability. ▪ Perform duties in a manner that fosters cooperation and maintains positive working relationships with team members. ▪ Show respect for others and their viewpoints, contributing to an inclusive and respectful workplace culture. ▪ Deliver high-quality, compliant work and advice that earns trust and promotes respect from colleagues and the community. ▪ Work collaboratively with team members and stakeholders to achieve outcomes effectively and on time. ▪ Assist in the delivery of daily team operations, participating in team meetings, and allocating work tasks. ▪ Contribute to an inclusive workplace culture by respecting diverse perspectives and encouraging open, constructive communication ▪ Take ownership and responsibility for delivering activities that benefit the community and align with council goals, strategic and annual plans.
Customer Service	▪ Represent the Council in a professional and positive manner ▪ Ensure that a high standard of customer service is maintained to both internal and external customers.
Organisational Responsibilities	▪ Take ownership of work priorities to ensure tasks are completed accurately, efficiently, and to a high standard. ▪ Ensure all assigned work is delivered within agreed timeframes, budgets, and quality expectations. ▪ Support and promote a diverse and inclusive workplace culture that prioritises the safety and wellbeing of children, young people, the community, and employees. ▪ Employees may be required to perform additional duties that are within the scope of their skills, competencies, and training, consistent with their classification level.

	These duties may be undertaken across various areas of the Council, as directed, to support organisational needs and service delivery. ▪ This role may require reasonable after-hours activities and overtime when required by business needs.
Governance, Risk and Compliance	▪ Undertake all activities in accordance with Council's code of conduct, values, policies, procedures, delegations and legal obligations. ▪ Comply with Work Health and Safety (WHS) policies, procedures and safe work practices. ▪ Promptly report hazards, incidents, injuries or unsafe practices in accordance with Council requirements. ▪ Ensure adherence to all relevant legislation, regulations, and organisational standards to maintain compliance with legal, safety, and certification requirements. ▪ Proactively identify areas of non-compliance and support the implementation of corrective actions. ▪ Maintain current knowledge and expertise in relevant fields, including awareness of industry best practices and updates to legislative and regulatory frameworks. ▪ Monitor compliance with applicable Acts, Regulations, and standards to meet legal and certification requirements, report non-conformances and implement corrective actions as needed. ▪ Participate in professional development and training activities and maintain up-to-date certifications and complete all mandatory compliance and training requirements.

Key Selection Criteria	
Essential Qualifications	▪ Relevant qualification in training and assessment, adult education, information technology, business systems, change management or a related discipline, or substantial demonstrated experience delivering workplace systems training and implementation support.
Desirable	▪ Certificate IV in Training and Assessment. ▪ Experience with TechnologyOne software, particularly CiA, Enterprise Asset Management or Field applications. ▪ Experience in local government, civil works, maintenance, construction, fleet, stores or another field-based operational environment. ▪ Experience supporting an enterprise software implementation or organisational change program.
Licences	▪ Current unrestricted C class driver licence.
Skills and Experience	▪ Demonstrated experience delivering practical software training, coaching and on-site support to adult learners with varying levels of digital literacy. ▪ Demonstrated ability to support employees through workplace and technology change, including responding constructively to resistance, building user confidence and reinforcing consistent adoption of approved processes. ▪ Ability to translate complex system and business processes into clear, practical instructions suited to field-based and technical employees.

	▪ Experience supporting enterprise software, preferably an Enterprise Asset Management, Asset Lifecycle Management, finance, payroll, procurement or work management system. ▪ Strong problem-solving and troubleshooting skills, with the ability to identify whether an issue relates to user understanding, process, data, permissions or system configuration and escalate appropriately. ▪ Experience designing and maintaining training programs, quick guides, user manuals, process maps and self-help resources. ▪ Excellent communication and facilitation skills and the ability to build trust with operational employees, technical specialists, managers and project staff. ▪ Strong organisational and time management skills, including the ability to plan training, manage competing support requests and follow issues through to resolution. ▪ Logical and organised approach with the ability to relate software use to real-world work practices, financial controls and asset management outcomes. ▪ Ability to work independently without direct supervision while contributing effectively to a project and operational team. ▪ Competence in maintaining accurate training, support and implementation records and handling Council information appropriately.
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Work Environment

Glenorchy City Council is a values-based organisation, committed to attracting, recruiting, and retaining individuals who uphold our values and actively contribute to the positive culture we aspire to build.

We are dedicated to maintaining high standards of performance in all areas, particularly in relation to Community, Work Health and Safety, Diversity, and Child Safety. All employees are expected to contribute to a safe and inclusive work environment by:

- Promoting and maintaining safe working conditions and practices.
- Supporting fair and equitable access to employment, promotion, training, and personal development.
- Actively working to eliminate workplace harassment and discrimination.
- Ensuring compliance and reporting obligations to safeguard children and young people.

The behaviours and performance standards expected of all Council employees are governed by our Code of Conduct, Workplace Values, Directives and guidelines.

Please note that Glenorchy City Council is a drug, alcohol and smoke-free workplace.

Our Values



WE RESPECT EACH OTHER

We respect the skills, knowledge and diversity of our team mates
Everyone is heard and is valued
We care for the well-being and safety of each other
We check in on each other without being prompted
Listening and being listened to matters



WE ARE TRUSTED

I've got your back and you've got mine
We do what we say we will
We are empowered
Have honest and open conversations
We are trusting and trustworthy
We learn from our mistakes and share what we learn



TOGETHER WE ARE BETTER

Robust and thoughtful decision making together
Solving important problems together
We reach out to others and across teams for help
We collaborate more and handball less
Share our skills and knowledge



WE DELIVER

We serve and stand up for our community
We knuckle down and focus on what matters
We are courageous and determined to find a way
We seek opportunities to continually improve outcomes and then we act on them

Our Culture

This is OUR WAY to achieve results through our people and teams to make Glenorchy a better place every day.

WE FOSTER AND MODEL A CULTURE WHERE:

We **RESPECT** others and their viewpoints as being as important as our own
We trust and are **TRUSTED** by each other
We know that by working **TOGETHER** we achieve better outcomes
We take personal responsibility, and together we **DELIVER** for our community

ACKNOWLEDGEMENT:

I have read and agree to abide by the requirements of this position description.

Employee Name:			
Employee Signature:		Date:	