

WHITEHORSE CITY COUNCIL

Position description

Job title: Continuous Improvement Business Analyst	
Classification: Band 7	Effective Date: August 2025
Reports to: Coordinator Continuous Improvement	Tenure: 12 Month Full Time Fixed Term

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values, we also ensure that everyone has a voice and that everyone matters.

Collaboration	Respect	Excellence	Accountability	Trust
We work flexibly together to achieve outcomes and solve problems.	We actively listen, value diversity and care.	We adapt, respond, learn and grow.	We take responsibility and follow through on our promises.	We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.



WHITEHORSE CITY COUNCIL

Position description

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

Our Continuous Improvement Program aims to provide a consistent customised methodology to support an engaged organisational culture of continuous improvement with reportable benefits for our community.

This position will support the Continuous Improvement Program, and its champions primarily focused on tracking, reporting and analysis of reportable benefits whilst improving the strategic alignment of our program with other core business strategies.

This position will further support Improvement Champions in the identification, scoping and undertaking of projects applying the Whitehorse methodology and principles.

Key Responsibilities

Position Specific Responsibilities

- Lead the design and delivery of organisation-wide benefits reporting and enhance benefit recording, tracking, and reporting on projects.
- Build and maintain Power BI dashboards that track real outcomes across Council.
- Turn data into insights that drive smarter decisions and measurable community impact.
- Undertake quarterly and annual reporting for the Continuous Improvement Program and the broader Transformation Program.
- Forecasting and projection to inform the strategic planning of the Continuous Improvement Program.
- Undertake the development and implementation of a strong relationship between the Continuous Improvement Program and other strategies.
- Assist in the training of existing staff in the Whitehorse Continuous Improvement methodology.
- Support and coach Improvement Champions undertaking Continuous Improvement projects applying the Whitehorse methodology, A3 and DMAIC principles.
- Support Improvement Champions and appropriate Managers / Coordinators in the identification, selection and scoping of proposed projects.
- Perform Continuous Improvement project work utilising the Whitehorse methodology.
- Benchmarking the Whitehorse Improvement Program against other local government and industry programs in the pursuit of best practice.

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

Accountability and Extent of Authority

Budget: Nil

Staff responsibility: Nil

Judgement and Decision Making

- The position has the authority to identify and support Continuous Improvement projects through the required approval process.

Specialist Knowledge and Skills

Technology

- Well-developed skills in Power BI, MS Office suite, and common business software tools.
- Providing enabling support to the Whitehorse Digital Strategy, utilising technologies to increase efficiencies and improved customer experience.

Other technical skills

- Developed analytical and report writing skills.
- Knowledge and understanding in the application of Continuous Improvement tools.
- Tracking, reporting and analysis of reportable benefits that improve the customer experience, increase our capacity through easier/faster processes and financial benefits.
- Planning and meeting the requirements of management reporting, including quarterly and annual reports

Qualifications and Experience

- Relevant degree with several years' relevant experience or lesser formal qualification with extensive experience (e.g., Data Analytics, Power Bi, Lean, Six Sigma).
- Demonstrated history in organisations with a diversity of services, functions or products.
- Satisfactory National Criminal History Check.

Interpersonal Skills

- Strong stakeholder management and relationship building skills.
- Excellent written and oral communication skills to enable effective interaction with internal and external stakeholders.
- Ability to schedule tasks, plan activities and meet deadlines.
- Developed influencing skills with the ability to coach improvement champions through the Continuous Improvement lifecycle and challenges.
- Strong problem-solving ability and analytical skills.
- Encouraging of others to explore innovative approaches to address problems and opportunities.
- Resilience in a challenging work environment with conflicting priorities and interests.
- Demonstrated ability to work in a team environment and positively contribute to the team.

Key Relationships:

- The position is required to maintain professional relationships with stakeholders in advocating and promoting Continuous Improvement initiatives.
- Member of the Continuous Improvement Steering Committee and fulfilment of associated responsibilities.
- The position works closely with all Whitehorse Improvement Champions and their respective Managers and Coordinators.
- Actively contribute to and participate in the Transformation Team.
- Participate in the local government network group relevant to Continuous Improvement.

Management Skills

- Ability to lead and influence key stakeholders.
- Ability to manage own time, set priorities and achieve targets

Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.
- A valid Victorian driver's licence.

Key Selection Criteria

- Relevant degree or formal qualification with several years' relevant experience (e.g., Data Analytics, Power Bi, Lean Six Sigma).
- Well-developed skills in Power BI, MS Office suite, and common business software tools.
- Strong stakeholder management and relationship building skills.
- Ability to lead and influence key stakeholders.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	N/A		
Hand/Arm Movement Tasks involve use of hand/arms	Keyboard, writing, carrying office supplies		
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	N/A		
Standing Tasks involve standing in an upright position	May work at sit/stand desk, make presentations		
Reaching Tasks involve reaching above head, and above and equal to shoulder height	N/A		
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	N/A		
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	Office equipment. Not heavy		

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	N/A		
Keyboard Duties Tasks involve sitting at workstation and using computer.	A large portion of the work will involve using a computer at a workstation		
Satisfactory Vision Standard of vision required equal to that required for driver's licence	Necessary in order to effectively and safely perform roles and responsibilities		

Any other relevant comments: