

# WHITEHORSE CITY COUNCIL

## Position description

Job title: Process & Experience Improvement Advisor	
Classification: Band 7	Effective Date: 26 November 2024
Reports to: Coordinator Human Experience	Tenure: Temporary until 30 June 2027

### 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

We work flexibly together to achieve outcomes and solve problems.

#### Respect

We actively listen, value diversity and care.

#### Excellence

We adapt, respond, learn and grow.

#### Accountability

We take responsibility and follow through on our promises.

#### Trust

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 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

The position is responsible for the design and delivery of process improvements to deliver a better customer and employee experience.

## Key Responsibilities

### *Position Specific Responsibilities*

- Define business, employee and customer problems via in-depth investigation and the gathering of relevant technical and non-technical information.
- Analyse, define and review business requirements, processes, procedures, and work practices to understand issues, identify opportunities, and recommend improvements.
- Interrogate and analyse information from a variety of sources to detect trends, associations, cause-effect relationships and to develop feasible options.
- Promote the use of data in decision-making by key stakeholders.
- Create process documentation, workflows, knowledge articles and self-service guidance.
- Facilitate process workflow modelling to collaborate on process improvements that lead to better business, customer and employee outcomes.
- Recommend the most effective course of action after evaluating options against decision criteria.
- Work with stakeholders from across the organisation to identify opportunities and initiate action to improve systems, processes and the user experience.
- Encourage innovative approaches and facilitate the implementation and acceptance of technology changes.
- Work within the established change management framework.
- Influence others to gain their commitment to both human-centred change and technology change initiatives.

### *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 also requires decision making based on an understanding and knowledge of Council's goals and objectives.
- Assess requests for support and carry out appropriate actions to complete tasks efficiently and to the required standard.
- Investigate and solve problems including selecting most appropriate response and know when to transfer responsibility.
- Accountable for the quality, quantity and timeliness of their own work.

### Specialist Knowledge and Skills

#### **Qualifications/Certificates/Licences and Experience**

- Relevant degree with several years' relevant experience or lesser formal qualification with extensive experience e.g. Lean, Six Sigma, DMAIC.
- Experience in a similar role delivering changes to/within a CRM system (Infor Pathway experience desirable).
- Experience in technology change projects with the ability to translate a process into an efficient and easy to follow digital workflow.
- Advanced critical thinking, analytical and problem-solving skills.
- Previous experience as a business analyst or process analyst would be considered an advantage.
- Understanding and experience in the application of continuous improvement frameworks, such as Business Improvement, Lean, Six Sigma, Design Thinking, Human-Centred Design, etc.
- Experience in an internal consultancy or project position, preferably with a focus on process or service design and review, corporate planning, public policy, strategy development and/or evaluation.
- Familiarity with project management approaches, tools, and phases of the project lifecycle.
- Facilitates collaboration across units and recognises outcomes resulting from effective collaboration between teams.
- Working with Children Check.

### **Technology**

- High level of digital and technology literacy and experience.
- Must have experience in using O365 and SharePoint.
- Must have the ability to adapt quickly to and embrace new technology.

### **Interpersonal Skills**

- Excellent written, verbal communication, facilitation, and presentation skills.
- Ability to gain the trust of others when initiating change by being honest, openly exchanging ideas, and sharing rationale for change.
- Ability to gain cooperation and assistance from members of the public, community groups and other Council staff, including excellent conflict resolution skills.
- Ability to handle varying workloads while operating effectively.
- Ability to work independently and within a team environment.
- High level of confidentiality required.
- The ability to collaboratively solve problems with proactive management of risks and issues.
- Anticipates, identifies and addresses risks and issues with practical solutions.

### **Key Relationships:**

- The incumbent liaises with staff at all levels within the organisation including the Executive Leadership Team, Transformation Division, Department Managers, and other employees.
- The position is required to maintain a professional relationship with Government departments and agencies, MAV, other Municipalities, service providers, staff associations, suppliers.
- Where required liaise and communicate with external stakeholders.

### **Management Skills**

- A relationship builder who strives to develop and maintain positive relationships within a political environment.
- A strong conceptual and strategic thinker with excellent problem solving and decision-making abilities.
- A demonstrated ability to consider multiple perspectives and consider complex information within a multifaceted and complex changing environment.

- Ability to make professional judgements and decisions critical to the delivery of targeted outcomes.

### Key Selection Criteria

1. Advanced critical thinking, analytical and problem-solving skills.
2. Understanding and experience in the application of Continuous Improvement frameworks, such as Business Improvement, Lean, Six Sigma, Design Thinking, Human-Centred Design, etc.
3. Excellent written, verbal communication, facilitation, and presentation skills.
4. The ability to build and maintain effective relationships including demonstrated experience and skills in liaison, negotiation and problem solving with staff at all levels.
5. Experience in technology change projects with the ability to translate a process into an efficient and easy to follow digital workflow.
6. The ability to collaboratively solve problems with proactive management of risks and issues.

## 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.	NIL		
Hand/Arm Movement Tasks involve use of hand/arms	NIL		
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	NIL		
Standing Tasks involve standing in an upright position	NIL		
Reaching Tasks involve reaching above head, and above and equal to shoulder height	NIL		
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	NIL		
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	NIL		
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	NIL		
Keyboard Duties Tasks involve sitting at workstation and using computer.	No	Daily keyboard duties	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	NIL		