POSITION DESCRIPTION	

Job Details

Position Title: Business improvement lead	March 2018	
Department: Transformation Management Office (TMO)	Direct Reports: 0
Reports to: Director, Business Transformation	Indirect Reports: 0

Background Information

Qualifications	Undergraduate	Required: Business, accounting, finance, economics and/or technology qualifications or demonstrated industry experience
	Postgraduate	Required: Business, accounting, finance, economics and/or technology qualifications or demonstrated advanced industry experience
	Other	Required: Business analysis, improvement and architecture qualifications or demonstrated industry experience Required: Microsoft Visio qualifications or demonstrated industry experience Required: A current Working with Children check

Main Purpose

This role provides expertise and tools to build broad based business improvement (people, processes, information and systems) capability and drive embedding within the business teams

This role works with organisational stakeholders to ensure change is successfully identified, quantified, defined and prioritised in order to execute RIDBC Strategic Intent

This role is accountable for:

- Facilitating successful project outcomes through hands on application of business analysis, improvement and architecture disciplines
- Supporting successful project outcomes by guiding and mentoring other roles across the organisation tasked with business analysis, improvement and architecture
- Building RIDBC wide business analysis, improvement and architecture capability by developing, documenting and delivering training for relevant disciplines

RIDBC Mission

By providing quality and innovative education and other services, RIDBC will achieve the best outcomes for current and future generations with hearing and/or vision loss throughout Australia.

RIDBC Values

• Innovative	• Ethical
• Share knowledge	• Child and family focussed
• Respectful to all people	• Strives for high quality

Key Responsibilities		Performance Indicators
What is the activity?	**Estimated effort for the next 12 months**	*What is key? How is it measured?*
Provide visible and passionate advocacy for transformation outcomes, transparency, ethics and accountability	5%	Measure(s): • Awareness of and compliance to Transformation project processes
Facilitate idea generation for business improvement outcomes, process and delivery approaches	5%	Key(s): • Encourage whole of business input and engagement • Structured and transparent idea collection, collation, evaluation and selection process • Incorporated both transformation led and non-transformation led business improvement outcomes, process and delivery approaches Measure(s): • Number of ideas generated through idea generation processes • Breadth and levels of staff within the organisation providing ideas • Impact of ideas progressed to action
Facilitate transformation strategy and strategic outcomes definition	10%	Key(s): • Stakeholder engagement including the board, CEO, SLT and OLT • Iterative refinement across short, medium and long term horizons • Formal signoff by the CEO (as TMO sponsor) Measure(s): • Quarterly strategy and strategic outcomes iteration release • Volume and magnitude of short and medium term change to strategy and strategic outcomes • Efficiency and effectiveness of transformation strategy and strategic outcomes definition processes
Facilitate definition and sequencing of transformation	10%	Key(s):

and key non-transformation change activity		• Includes decomposition of strategy elements in to deliverable projects • Identifies service changes, outcome and capability increment milestones, dependencies, risks, resourcing and funding • Iterative refinement across short, medium and long term horizons Measure(s): • Quarterly activity definition and sequencing iteration release • Volume and magnitude of short and medium term change to activity definition and sequencing • Efficiency and effectiveness of transformation activity definition and sequencing processes
Support activities to plan, execute and report on transformation and key non-transformation change	50%	Key(s): • Support delivery of broad based change activities • Span people, process, information and systems change • Specific focus on business analysis, improvement and architecture disciplines • Fit for purpose and practical approach Measure(s): • Progress against the RIDBC transformation roadmap and strategic outcomes • Material issues encountered during and post transformation project delivery including schedule, cost, quality and benefits • Efficiency and effectiveness of transformation project delivery
Forecast and measure the benefits of transformation and key non-transformation change activity	10%	Key(s): • Includes client outcome, operational efficiency, capital funding efficiency and financial measures • Accountability for benefits forecasting and realisation sits solely with project sponsors Measure(s): • Definition of a framework for forecasting and tracking hard and soft project benefits

		• Forecasting and tracking of hard and soft benefits delivered by transformation projects • Value of hard and soft benefits delivered by transformation projects
Build organisation wide awareness and capability of business architecture, improvement and architecture disciplines	10%	Key(s): • Includes transformation change, major change, minor change and BAU activities • Considers fit for purpose application across the broad range of projects at RIDBC • Consistent application across RIDBC Measure(s): • Scalability and agility of business architecture, improvement and architecture management frameworks • Availability, accessibility and delivery of training and coaching for of business architecture, improvement and architecture capability • Efficient and effective use of business architecture, improvement and architecture disciplines on transformation and non-transformation activity

Knowledge, skills and experience – *Required to perform this role*

- Experience engaging, influencing and coaching diverse stakeholders groups from C-suite to line staff
- Experience in identifying, defining and quantifying business improvement spanning people, process, information and systems
- Strong analytical and commercial acumen
- Strong presentation, communication, negotiation, conflict management and facilitation skills
- Strong working knowledge of business architecture, improvement and architecture frameworks, methodologies and best practice
- Strong working knowledge of the Microsoft Office suite, specifically: Visio, Outlook, Excel, Word, PowerPoint and SharePoint

Personal Attributes

Deep personal commitment to delivering against RIDBC strategic vision	Able to work with complex concepts. Able to distil complex concepts in to simple terms.
Tenacious commitment to business value creation through continuous business improvement	Adaptable and flexible – able to clarify, refine and work towards fluid and ambiguous priorities
Continuous and constructive approach to challenging the status quo	Able to build deep relationships with stakeholders at all levels of the organisation
Ability to resolve complex, ambiguous and interdependent problems efficiently,	Broad range of thinking, from strategic to tactical; macro to micro

effectively and quickly though evidence based reasoning	

Challenges	
Types of challenges	*How the position deals with them*
Client outcome focus as a not for profit organisation	Balances the prioritisation of commercial constraints against client outcomes
Inconsistent existing business analysis, improvement and architecture capability within RIDBC	Defines, implements and embeds business analysis, improvement and architecture capability across RIDBC, providing direct support for project delivery using TMO resources where appropriate
Change fatigue	Identifies change impacts on proposed transformation strategy, sequencing and prioritisation
Change inertia	Supports processes to identify, decide and action transformation strategy, sequencing and prioritisation. Supports initiatives to build a high performance culture within RIDBC.

Staff member's name (print):		Date:
Staff member's signature:		

Supervisor's name (print):		Date:
Supervisor's signature:		