

POSITION DETAILS

Position Title:	Senior Coordinator Business Improvement	Position Grade	12
Dept/Directorate:	Business Infrastructure / City Works	Position Status / Hours per Week:	Permanent/ 35 hours per week

PRIMARY PURPOSE OF THE POSITION

- Manage the Business Improvement team to provide key business support services for the Directorate across two sites; small system development, project costing, business process review, metrics & unit costs, reporting, WH&S training systems, recruitment, directorate support and general administrative support.
- Lead the efficient provision of business analysis and financial services to internal customers, ensuring team members provide and interpret accurate data, assisting customers in the development of business cases for change.
- Ensure appropriate business and administrative support including recruitment and training administration is provided at the Operations Centre.
- Assist Managers in the development of Department Business Plans
- Develop the Directorate Business Plan in conjunction with the Director annually
- Manage the development of small systems across the Directorate ensuring that Department needs are met and systems result in a productivity increase and benefit for council
- Assist in the development of metrics for targeted services within the directorate
- Assist in the identification and analysis of new income opportunities for Council.
- Review business activities and systems within the directorate and facilitate process improvement.
- Manage relevant corporate service, policy projects & change management initiatives.
- Manage the Directorate's input to corporate processes for preparation and reporting on the Delivery Plan, capital and base budgets development, quarterly reviews, quarterly reports, CPR and the annual report.
- Assist Managers in meeting KPI's within the CPR process including CRM, TRIM etc
- Provision of regular TRIM, CRM, Leave reports as required
- Assist in the development of Service Level Agreements & regular reports against agreed standards
- Monitor and report on the Directorate's financial performance and provide relevant training and support to the Directorate's Management Team.
- Identify training requirements and oversee its development for the Directorate
- Investigating complaints regarding services or staff actions and making recommendations for action to the relevant Manager and Director.
- Undertake and support Special Projects including grant applications and internal audits
- Coordinate IT requests and annual IT budget bids for the directorate
- Responsible for management the petty cash function at the Operations centre
- Other duties as required consistent with the skills, qualifications, experience and training of the incumbent.

SELECTION CRITERIA

Education/Qualifications

- Tertiary qualification in a relevant field or extensive experience in a similar role

Experience/Specific Skills

- Extensive experience in managing a business services section including project cost reporting, office equipment maintenance and budget preparation and management
- Excellent analytical skills and a proven ability to solve problems and create solutions appropriate for a commercial environment
- Advanced Excel skills combined with an ability to understand data
- Experience in small system development
- Ability to lead, delegate and plan effectively for future business needs
- Excellent business writing skills and ability to produce high quality reports, correspondence etc
- Experience in system and business process improvement with the ability to implement and review change
- Excellent computer literacy skills in Promapp, CRM, TRIM, MS Office & Financial Systems e.g Tech One
- Experience in developing and implementing training programs
- Demonstrated commitment to work as part of a team

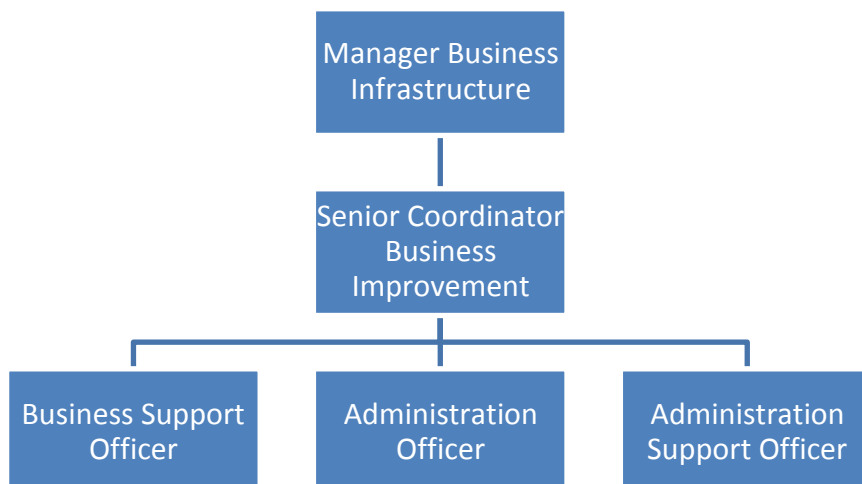
Personal Attributes

- Excellent communicator and able to persuade others to take action
- Flexible problem solving approach
- Excellent time manager and able to manage competing priorities
- Innovative with process improvement mind-set

Desirable Qualifications, Experience and/or Skills

- Relevant post graduate qualifications
- Experience in Project Management Business Improvement Methodologies e.g PMBOK, Prince2, Lean Six Sigma, Lean Thinking, Business Process Improvement
- Current Driver's License
- Bi-lingual language skills

ORGANISATIONAL CHART



SERVICE ACCOUNTABILITIES - RESPONSIBLE FOR

96D	Commercial Project evaluation service
90AB	Corporate project management system and process development
90D	Corporate project management office service
	Administrative Support Service

SERVICE ACCOUNTABILITIES - CONTRIBUTES TO

140D	Construction materials recycling and disposal service
142A	Porters Creek Business Development and management
137	Domestic waste development and management

CORPORATE ACCOUNTABILITIES

1	To comply with legislative requirements.
2	To provide timely support and expert / technical advice to the organisation.
3	To adhere to Council plans, policies, procedures and Code of Conduct.
4	To understand, adhere and promote all Workplace Health and Safety policies and procedures.
5	To understand, adhere and promote Council's Equal Employment Opportunities policies and procedures.
6	To engage with the community in accordance with Council's policies.
7	To understand and respond to the needs of our customers in accordance with the Customer Service Charter.
8	To deliver your accountabilities & meet your project milestones, performance targets & service levels as required within your work plan.
9	To develop and manage budgets.
10	To achieve best value for money.
11	To efficiently manage built assets and resources.
12	To actively document all policies, procedures, projects and activities (as required).
13	To actively share information and knowledge on issues, training and better practice to relevant staff.
14	To identify and initiate improvements of business systems to maximise service delivery.
15	To identify and initiate improvements of processes to maximise service delivery.
16	To deliver all project deliverables through PM_CoR methodology.
17	To identify and minimise exposure to risk.
18	To actively work toward delivering City of Ryde's Leadership Model.
19	To manage people to realise their individual and team potential.
20	To be involved in or provide feedback on corporate initiatives.
21	To positively and proactively work with others across the organisation to deliver the outcomes.
22	To provide advice to support Executive Team and Councillors in decision making.
23	To build and strengthen strategic partnerships with key stakeholders.
24	To recognise and reward results.
25	To model Council's values.
26	To create and contribute to a positive work environment within my team, my Unit and the workplace.
27	To initiate relevant training in accordance with organisational, service and staff requirements.
28	To undertake relevant training to improve performance of individuals, organisation & meet mandatory requirements.
29	To keep abreast of and apply industry wide trends, better practice and innovation.

WORK HEALTH AND SAFETY RESPONSIBILITIES

You are required to perform your duties in accordance with this Position Description, City of Ryde Code of Conduct, policies procedures and instructions where appropriate. You are also responsible for the following:

Work Health and Safety

- follow safe practices/procedures to perform your duties in a manner, so as not to put yourself or others at risk of harm
- participate in development of safe work methods and risk assessments with your Supervisor when required;
- actively participate in WHS inductions and training when required;
- wear Personal Protective Equipment (PPE) in the prescribed manner and when specified;
- participate in workplace inspections if required;
- take care of any plant or equipment of any kind, including computer and other telecommunication devices;
- participate in emergency preparedness training, including any required knowledge for business continuity plans
- report all hazards, near misses and damage to City of Ryde property to your Supervisor.

Certificates of Competency / Licences

- where required for the position, either by legislation or through City of Ryde policies and procedures, maintain all certificates, licences, operative training etc, and advise Supervisors of any change to these, including vehicle licences.

Injury Management

- report all injuries/illnesses to your Supervisor immediately;
- if injured at work, actively cooperate and participate to comply with obligations imposed under injury management and return-to-work plans where applicable.

Risk Management

- report any potential public liability and professional indemnity exposures in your workplace to your Supervisor.

Employee's Name	
Employee's Signature:	
Date:	