

Position Description

Position Title:	Business Improvement Analyst
Directorate:	Strategy and Engagement
Service Unit:	Corporate and Community Planning
Salary Point:	SP14
Position Reports To:	Corporate Strategist
Staff Management:	No
Budget Responsibility:	No
Date PD Reviewed:	July 2019

Organisation Context of Position

City of Newcastle (CN) employs over 900 staff and is responsible for a local government area of 187km². Newcastle has a population of 161,000 and is the business and cultural centre of the Hunter region, home to over 620,000 people. In the heart of the Hunter Region, CN has a variety of locations across the City and encompasses 5 Directorates:

- Governance
- Strategy and Engagement
- People and Culture
- Infrastructure and Property
- City Wide Services

The purpose of the Strategy & Engagement Directorate is to:

- Engage the community in the development and delivery of actions aligned with CN's Community Strategic Plan - *Newcastle 2030*.
- Coordinate Newcastle's approach to economic growth within the region including promotion of the city's major events.
- Ensure clear, transparent and responsive communications between CN, CN employees, and all external stakeholders, in particular the Newcastle Community.
- Provide effective IT Systems & Strategies to ensure the efficient flow of information between Council Business Units whilst also ensuring CN is leveraging the benefits of technology in its service provision.

The Service Elements that form the Strategy & Engagement Directorate are:

- Information Technology
- Major Events & Corporate Affairs
- Corporate & Community Planning

Workplace Health & Safety

WHS RAA Level	6
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For specific WHS Responsibilities, Authorities & Accountabilities applicable to this position, the position holder will refer to the WHS Responsibilities, Authorities & Accountabilities matrix in the WH&S Management System. The person accepting the position will be required to sign off that they have received and understood their WHS Responsibilities, Authorities & Accountabilities.

Position Responsibilities

- Assist the Corporate Strategist in the delivery of the IP&R Framework and Camms Engage Project.
- Manage significant change management and business improvement projects from inception to completion with appropriate consideration of financial, strategic and cross-organisation impacts achieved through leadership, organisational knowledge, innovative solutions and stakeholder engagement.
- Work in collaboration across the organisation with Directors, Service Unit Managers and other key stakeholders to gather data, review documentation, understand issues and the impact of proposed changes and prepare evaluation reports with improvement recommendations for management consideration.
- Provision of accurate, timely and meaningful business performance reporting, including program and individual project reports and develop indicators that will enable the organisation to measure its success in improving and implementing processes to achieve sustainable excellence.
- Exercise the appropriate level of diplomacy and ensure confidentiality is maintained with respect to all confidential and sensitive matters.
- Any other accountabilities or duties as required which are within the employee's skills, competence and training.

Position Selection Criteria

Essential

- Tertiary qualifications and/or significant experience in Business Management, Accounting or another appropriate discipline.
- Demonstrated experience in developing and implementing business and organisational improvement programs.
- Demonstrated project management experience with the ability to coordinate and manage multiple projects and resources effectively to achieve goals to meet planned targets, deadlines and commitments.
- Strong analytical, problem solving and business advisory experience within a medium to large organisation.
- Demonstrated commitment to a high level of customer service and relationship management.
- Interpersonal skills that facilitate cultural change and a commitment to establishing organisational behaviours that drive business improvement
- Effective team player with a capacity to be flexible, motivated and participate in an inclusive team.

Desirable

- Experience in developing and implementing improvement systems, preferably in a local government environment.