

POSITION DESCRIPTION

POSITION TITLE	Business Improvement Strategist
DIRECTORATE - SECTION	Corporate Services - Business Performance and Strategy
LEVEL - EBA	Level 9
RESPONSIBLE TO	Director Corporate Services

OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

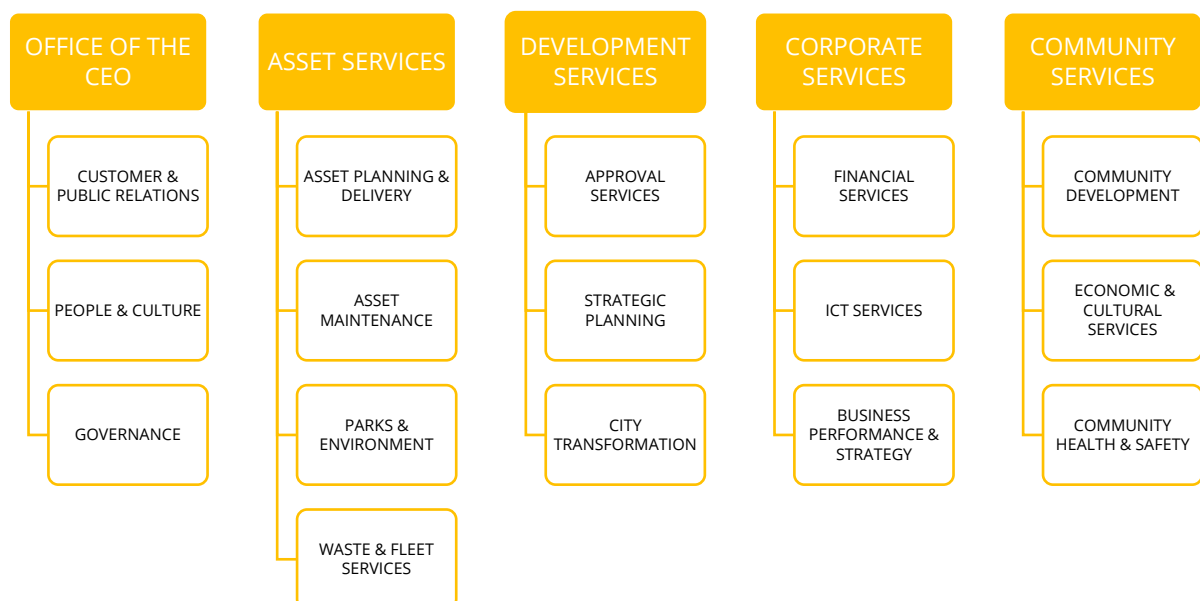
OUR SIMPLE GUIDING PRINCIPLES

Ensure everything we do will make Kalamunda socially, environmentally and economically sustainable.

OUR VALUES

SERVICE	Provide excellent customer service at all times, through effective listening and understanding, in order to go beyond the commonplace when we serve others.
PROFESSIONALISM	Maintain professionalism by upholding the corporate image, speaking carefully and acting quickly to ensure others know we are reliable, respectful and competent.
QUALITY	Uphold quality and show initiative through clear thinking, planning mindfully, acting decisively, measuring carefully and regularly reviewing the goals to be achieved.

ORGANISATIONAL STRUCTURE & FUNCTIONS



THE OVERALL OBJECTIVE OF THIS POSITION

Provides expert technical advice in developing business improvement strategies and plans to support the City's focus on delivering improved business outcomes within both the City and the Community.

KEY RESULT AREAS

BUSINESS IMPROVEMENT STRATEGIES

- Develops business solutions to improve service delivery across the City, informed by analysis of cause and effect factors.
- Reviews, analyses and reports on performance across the City proactively identifying opportunities to improve performance.
- Undertakes analysis across the City to assist in identifying where resources could be better targeted to align with strategic objectives.
- Develops and assists in the implementation of strategies and measures to improve connectivity between City outcomes, performance measures across the City.
- Undertake statistical analysis of quantitative data to support the development of corporate plans and strategies.
- Coordinates the development of business plans for each business unit.

LEADERSHIP, NEGOTIATION AND COMMUNICATION

- Liaises and negotiations with other members of the Kalamunda Leadership team to analyse and review the performance of their areas to identify improvement opportunities.
- Develops and maintains communication strategies that identify service gaps, lack of responsiveness and lack of support and capacity across the City.
- Provides leadership in helping to drive change and business improvement across the City through the adoption of best practice or new and innovative approaches to service delivery.
- Prepares reports identifying key findings and causal factors that have resulted in performance trends

PROJECT MANAGEMENT

- Undertakes projects relating to strategic Planning and reporting initiatives.
- Develops project plans and schedules for strategic projects.
- Works with Project Teams established for the development of high- level strategic planning initiatives.
- Implement effective reporting processes against project schedules for assigned projects.

WORKPLACE HEALTH AND SAFETY

- Employees must take reasonable care for their own health and safety and that of others who may be affected by their actions or omissions.
- Comply, so far as they are reasonably able, with any reasonable instruction given by the City to allow the City to comply with WHS laws.
- Cooperate with any reasonable policy or procedure of the City relating to health or safety at the workplace.

WORKPLACE COMPETENCY

Uphold the City's values of Service, Professionalism and Quality and demonstrate behaviours that reflect the organisations values, supports cross functional teams and meets customer and organisational needs.

TRAINING/QUALIFICATION(S)

Relevant degree or substantial experience in a similar role.

SELECTION CRITERIA

1. Proven high level communication and interpersonal skills together with the ability to influence others at all levels.
2. Demonstrated high level research, analytical and problem-solving skills.
3. Strong understanding organisational planning and strategy development concepts.
4. Comprehensive knowledge and understanding of contemporary integrated planning and reporting frameworks.
5. Comprehensive knowledge of research techniques and use of data to drive performance.
6. High level organisational and prioritising skills together with the capacity to utilise initiative in a demanding environment.
7. Proven well developed written communication skills with the ability to prepare documents of a sensitive nature.
8. Understanding of policy development and evaluation frameworks.
9. Substantial experience in project planning, management and review, including the ability to handle multiple competing tasks. (Desirable)
10. Extensive experience in developing strategies and plans to support strategic and corporate goals. (Desirable)
11. Possession of, or progress towards a relevant tertiary qualification. (Desirable)

PHYSICAL REQUIREMENTS

The City welcomes people with a disability to apply for this position. Reasonable workplace accommodations and aids are available as required.

- Ability to use computers to read, analyse and produce written materials.
- Hearing, vision and cognitive abilities required to engage with members of the public/stakeholders and other staff by phone, in person and in writing.
- Able to sit for extended periods of time.
- Cognitive and psychological abilities required to problem solve in a demanding administrative context (guidance for complex problem solving is available).

DIVERSITY

The City of Kalamunda is committed to and values the advantages and benefits that equity, diversity, and inclusion (EDI) brings to all its staff. The City seeks to integrate the principles of EDI throughout the organisation, to enrich our perspective, improve performance, increase community value, and enhance the probability of achievement of our goals and objectives.

DRIVERS LICENCE

1. Possession of a current 'C-A' (Automatic) or 'C' (Manual) class driver's licence allowing the holder to drive legally in Western Australia.

AGILITY

This position description reflects the City's requirements at a point in time and is subject to change. The City may modify this position description at any time, provided the skills, qualifications, competence and training remains within a reasonable range of the original position.

REVIEWED BY: Director Corporate Services
DATE PD REVIEWED/APPROVED: 16 January 2025
