



# Business Improvement & Innovation Officer

## POSITION DESCRIPTION

<b>Position Number:</b>	3781	<b>Position Status:</b>	Permanent Full Time
<b>Portfolio:</b>	Office of the CEO	<b>Classification:</b>	QLGIA (Stream A) Level 5
<b>Business Unit:</b>	People and Performance	<b>Reports To:</b>	Principal Business Improvement & Innovation
<b>Team:</b>	Systems of Work	<b>Revised:</b>	May 2026

<b>Human Resource Delegation:</b>	Nil	<b>Financial Delegation:</b>	Nil
-----------------------------------	-----	------------------------------	-----

### **General Position Statement:**

This position supports Council’s direction by delivering practical systems of work improvements that enhance clarity, accountability, and service excellence across Council. This position designs, implements and embed digital tools and processes that improve how work gets done, focussing on employee experience, operational impact and technology adoption. Working autonomously and collaboratively, it helps teams adopt better ways of working and fosters a culture of ownership, collaboration and continuous improvement.

### **Specific Responsibilities:**

This position has the following responsibilities:

1. Deliver systems improvement initiatives under the guidance of the Principal Business Improvement and Innovation, ensuring solutions are practical, user-friendly, and aligned with Council’s strategic direction.
2. Implement and maintain tools, templates, and resources that support consistent application of systems of work, in collaboration with the Principal Business Improvement and Innovation and the Information Technology team.
3. Engage with employees and stakeholders to understand operational challenges and co-design solutions that improve clarity, accountability, and delivery.
4. Working closely with the Principal Business Improvement and Innovation, facilitate workshops, training and activities to build capability and support adoption of new ways of working.
5. Collect feedback and operational data on the effectiveness of systems of work, providing insights to inform continuous improvement.
6. Work collaboratively with the Principal Business Improvement and Innovation, providing regular updates, insights, and recommendations to support strategic direction and continuous improvement.





7. Act as a role model for Council's Values and Behaviours at all times and display a high level of professional and ethical conduct.
8. Ensure a safe, healthy, and inclusive work environment by complying with workplace health and safety legislation, Council's WHS Responsibility Statements, and relevant policies and procedures.
9. Maintain clear and accurate records that support effective service delivery and reflect Council's commitment to transparency and good governance.
10. Refer matters that may impact upon the business, Council and employees to the relevant Supervisor or Manager.
11. Undertake other relevant duties as directed, consistent with skills, competence and training.

### **Position Requirements:**

#### **Skills/Competencies**

1. Ability to identify inefficiencies and design practical solutions that improve system, processes, workflows and outcomes.
2. Demonstrated digital literacy and ability to quickly learn and apply new technologies.
3. Strong focus on usability, clarity, and empowerment in the design and delivery of systems and tools.
4. Skilled in building relationships, facilitating discussions, and simplifying complex processes and ideas into clear actionable outcomes.
5. Capable of managing work independently, setting priorities, and delivering outcomes with minimal supervision.
6. Able to identify barriers, explore options, and take proactive steps to improve systems and processes in a way that supports both employee experience and business outcomes.

#### **Mandatory Qualifications, Licences and Experience**

1. Tertiary qualification in Business, Design Thinking, Service Design, or a related discipline.
2. Demonstrated experience in process improvement, systems design, or service delivery, within a complex or service-oriented environment, with a focus on creating practical, user-friendly solutions.
3. Strong communication and stakeholder engagement skills, with the ability to work collaboratively and translate ideas into action.
4. Ability to manage work autonomously and deliver projects with measurable impact.
5. Must possess and maintain a current motor vehicle drivers licence.

#### **Desirable Qualifications, Licences and Experience**

1. Formal training or certification in design thinking, service design, or human-centred design, with the ability to apply these approaches to systems and process improvement.
2. Experience working in local government or complex public sector environments, with an understanding of governance, service delivery, and stakeholder engagement.





3. Familiarity with tools that support systems of work, such as workflow platforms, or collaborative planning tools.
4. Exposure to co-design or participatory engagement methods, with a track record of shaping solutions through inclusive and consultative approaches.

#### Actions

1. **Values and Behaviours** – Behaviour aligned with Council's Values and Behaviours.
2. **Customer Service** – Focus on our customer/s needs.
3. **Code of Conduct** – Behaviour aligned with Council's Code of Conduct.
4. **Safety** – Carry out your duties in a safe manner.
5. **Project Management** – Commit to Council's Project Management ethos.

#### Physical Requirements

1. Ability to work in an outdoor and/or office environment.
2. Ability to legally operate a motor vehicle under a "C" Class Licence.
3. Ability to complete a satisfactory Functional Capacity Evaluation, if required.
4. Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check), if required.

#### *Delegations and Authorisations:*

Financial, Administrative and HRM Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's knowledge library.





## Business Improvement & Innovation Officer SELECTION CRITERIA

<b>Position Number:</b>	3781	<b>Position Status:</b>	Permanent Full Time
<b>Portfolio:</b>	Office of the CEO	<b>Classification:</b>	QLGIA (Stream A) Level 5
<b>Business Unit:</b>	People & Performance	<b>Reports To:</b>	Principal Business Improvement & Innovation
<b>Team:</b>	Systems of Work	<b>Revised:</b>	May 2026

Please address each of the selection criteria below in your application:

1. Tertiary qualification in Business, Design Thinking, Service Design or a related discipline that supports system thinking and business improvement.
2. Demonstrated experience in process improvement, systems design or service delivery within a complex or service-focused environment, with the ability to deliver practical, user-friendly outcomes.
3. Demonstrated digital literacy, with the ability to quickly learn, apply and support new tools, systems or technologies that improve how work gets done.
4. Well-developed communication skills, with experience engaging stakeholders, facilitating conversations or workshops, and working collaboratively across teams.
5. Demonstrated ability to manage priorities, work with a high level of autonomy, and deliver outcomes within agreed timeframes while contributing positively to team goals.

### Suggested approaches to addressing selection criteria include:

Responses should be relevant and directly relate to the selection criteria.  
Responses are generally no longer than one page per selection criteria.

You may like to take in account;

- Situation – Describe the situation you were in, including where it occurred and what the relevant environment was.
- Task – Describe the event/task that required resolution, what was required of you.
- Action – Describe what actions you took; how did you resolve the problem.
- Result – What was the outcome and how did your actions contribute to a positive result.

Use actual examples of what you have done that are relevant to each selection criteria. Include how well you did it, what you achieved, and how it relates to the requirements of this role.