



WHITEHORSE CITY COUNCIL

Position description

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| Job title: Continuous Improvement Project Specialist | |
| Classification: Band 8 | Effective Date: 11 September 2023 |
| Reports to: Coordinator Continuous Improvement | Tenure: Contract until 30 June 2026 |

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments

Goal Statement

The position is responsible for the delivery of cross-organisational continuous improvement projects that deliver a better customer and employee experience.

Key Responsibilities

Position Specific Responsibilities

- To identify, scope and deliver large scale Continuous Improvement projects, including forecasting and projection.
- To perform Continuous Improvement project work utilising the Whitehorse methodology in analysing, planning, designing, implementing and evaluating projects with a focus to deliver benefits and other organisational transformation initiatives.
- To effectively communicate at all levels of the Organisation including making recommendations, report writing and presentations.
- To develop strong stakeholder relationships applying effective change management.
- To support a strong relationship between the Continuous Improvement Program and other strategies.
- To support the development and growth of the Continuous Improvement Program.
- Exceptional project leadership skills with advanced problem solving methodologies that deliver business improvement solutions.
- Proven ability to deliver implement successful and innovative improvement initiatives.
- Developed analytical and report writing skills.
- Tracking, reporting and analysis of reportable benefits that improve the customer experience, increase our capacity through easier/faster processes and financial benefits.

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

Accountability and Extent of Authority

Budget: Nil.

Staff responsibility: Nil.

Judgement and Decision Making

- Actively contribute to and participate in the Transformation divisional team.
- The position also requires decision making based on an understanding and knowledge of Council's goals and objectives.
- Assess requests for support and carry out appropriate actions to complete tasks efficiently and to the required standard.
- Investigate and solve problems including selecting most appropriate response and know when to transfer responsibility.
- Accountable for the quality, quantity and timeliness of their own work.

Specialist Knowledge and Skills

Qualifications/Certificates/Licences and Experience

- Relevant degree with several years' relevant experience or lesser formal qualification with extensive experience e.g. Lean, Six Sigma, DMAIC.
- Experience applying Change Management and Project Management methodology.
- Experience in technology change projects with the ability to translate a process into an efficient and easy to follow digital workflow
- Understanding and experience in the application of continuous improvement frameworks including Business Improvement, Lean, Six Sigma, etc.
- Experience in an internal consultancy or project position, preferably with a focus on process or service design and review, corporate planning, public policy, strategy development and/or evaluation.
- Familiarity with project management approaches, tools, and phases of the project lifecycle.
- Facilitates collaboration across units and recognises outcomes resulting from effective collaboration between teams.
- Working with Children Check.

Technology

- High level of digital and technology literacy and experience.
- Must have experience in using O365 and SharePoint.
- Must have the ability to adapt quickly to and embrace new technology.

Interpersonal Skills

- Excellent written, verbal communication and presentation skills.

- Gain the trust of others when initiating change by being honest, openly exchanging ideas, and sharing rationale for change
- Ability to gain cooperation and assistance from members of the public, community groups and other Council staff, including excellent conflict resolution skills.
- Ability to handle varying workloads while operating effectively.
- Ability to work independently and within a team environment.
- High level of confidentiality required.
- The ability to collaboratively solve problems with proactive management of risks and issues.
- Anticipates, identifies and addresses risks and issues with practical solutions.

Key Relationships:

- The incumbent liaises with staff at all levels within the organisation including the Executive Leadership Team, Transformation Division, Department Managers, and other employees.
- The position is required to maintain professional relationships with stakeholders in advocating and promoting Continuous Improvement initiatives.
- The position works closely with the Whitehorse Executive Leadership Team coupled with innovative transformation functions.
- The position will provide report recommendations and presentations to Whitehorse Councillors.
- The position is required to maintain a professional relationship with Government departments and agencies, MAV, other Municipalities, service providers, staff associations, suppliers.
- Where required liaise and communicate with external stakeholders.

Management Skills

- A relationship builder who strives to develop and maintain positive relationships within a political environment.
- A strong conceptual and strategic thinker with excellent problem solving and decision-making abilities.
- A demonstrated ability to consider multiple perspectives and consider complex information within a multifaceted and complex changing environment.
- Ability to make professional judgements and decisions critical to the delivery of targeted outcomes.

Key Selection Criteria

1. Understanding and experience in the application of continuous improvement frameworks including Business Improvement, Lean, Six Sigma, etc.
2. Demonstrated ability to deliver large scale projects applying improvement tools in organisations with diversity of services, functions or products with reportable benefits.
3. Exceptional stakeholder management and relationship building skills influencing improvement and innovative outcomes working individually across diverse teams and projects.
4. Demonstrated ability to collaboratively solve problems with proactive management of risks and issues.
5. Exceptional verbal and written skills to interact clearly, succinctly, and professionally with a diverse stakeholder groups (including decision makers and subject matter experts).

Physical Requirements

| Physical Functional Demand | Specific Physical Job Tasks | Frequency/Duration of performance of task per day | Comments |
|--|-----------------------------|---|----------|
| Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels. | NIL | | |
| Hand/Arm Movement Tasks involve use of hand/arms | NIL | | |
| Bending/Twisting Tasks involve forward or backward bending or twisting at the waist. | NIL | | |
| Standing Tasks involve standing in an upright position | NIL | | |
| Reaching Tasks involve reaching above head, and above and equal to shoulder height | NIL | | |
| Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects | NIL | | |
| Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another | NIL | | |
| Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body | NIL | | |
| Keyboard Duties Tasks involve sitting at workstation and using computer. | No | Daily keyboard duties | |
| Satisfactory Vision Standard of vision required equal to that required for driver's licence | NIL | | |