

Job title: Continuous Improvement Business Analyst PMO	
Classification: Band 7	Effective Date: August 2024
Reports to: Coordinator Continuous Improvement	Tenure: Temporary 12 months

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 to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



Excellent Customer Experience and Service Delivery



Great Organisational Culture



Innovation and Continuous Improvement



Good Governance and Integrity



Long Term Financial Sustainability

We value:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. It is expected that all 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.

Goal Statement

This position is responsible for identifying the requirements of Transformation and Operational Projects and establish these in the pmo365 system to ensure projects are managed in alignment with the Project Management Framework.

Key Responsibilities

Position Specific Responsibilities

- To identify the requirements of projects for Transformation and Operational
- To build the requirements for Transformation and Operational Projects in the pmo365 system
- Foster the use of data in decision making within project and program management
- Work with stakeholders across Transformation (and others as determined) to identify opportunities to improve process and project lifecycle, including reporting
- Influence stakeholders to gain their commitment to the project management framework and associated processes

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.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety

Authority

The Continuous Improvement Business Analyst PMO reports to the Coordinator Continuous Improvement working under the direction of Manager Change and Continuous Improvement.

Budget: Nil

Staff responsibility: Nil

Decision Making:

The position has the authority to make decisions based on an understanding and knowledge of Council's goals and objectives.

Key Relationships

- The position is required to maintain professional relationships with stakeholders in advocating and promoting the Project Management Framework.
- The position works closely with the Project Management Specialist
- Actively contribute to and participate in the Transformation Team.
- This position works closely with Council's selected provider to support the pmo365 software.

Skills and Attributes

Qualifications/Certificates/Licences and Experience

- Relevant degree with several years' relevant experience or lesser formal qualification with extensive experience in business analytics
- Demonstrated history in organisations with diversity of services, functions or products.
- Understanding and experience in the application of a project management framework, methodology or system.
- Experience in administering an organisational process or system with the ability to translate a process into an efficient and easy to follow digital workflow.
- Experience in collaboratively implementing new systems and processes within an organisation.
- Familiarity with project management approaches, tools, and phases of the project lifecycle.
- Working with children check.

Technology

- High level of digital and technology literacy and experience.
- Must have experience in using O365 and SharePoint.
- Experience with Power Apps or Power Automate.
- Must have the ability to adapt quickly to and embrace new technology.
- Must be proficient in using Promapp and/or Visio.

Interpersonal

- Strong stakeholder management and relationship building skills.
- Excellent written and oral communication skills to enable effective interaction with internal and external stakeholders.
- Ability to schedule tasks, plan activities and meet deadlines.
- Developed influencing skills with the ability to gain cooperation and assistance from contractors, consultants, and Council staff, including excellent conflict resolution skills.
- Strong problem solving ability and analytical skills.
- Encourage others to seek opportunities for different and innovative approaches to addressing problems and opportunities.
- Resilience in challenging work environment with conflicting priorities and interests.
- Demonstrated ability to work in a team environment and positively contribute to the team.

Leadership/management:

- Ability to lead and influence key stakeholders.
- Ability to manage own time, set priorities and achieve targets.

Other Attributes (Desirable)

- Local Government experience preferred but is not a mandatory pre-requisite.
- Project management skills.

Key Selection Criteria

1. Relevant degree with several years' relevant experience or lesser formal qualification with extensive experience in business analytics
2. Experience in the ability to understand requirements and translate a process into an efficient and easy to follow digital workflow.
3. The ability to collaboratively solve problems with proactive management of risks and issues.
4. Strong stakeholder management and relationship building skills.

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.			
Hand/Arm Movement Tasks involve use of hand/arms			
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.			
Standing Tasks involve standing in an upright position			
Reaching Tasks involve reaching above head, and above and equal to shoulder height			
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects			
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another			

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	<i>Comments</i>
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body			
Keyboard Duties Tasks involve sitting at workstation and using computer.			
Satisfactory Vision Standard of vision required equal to that required for driver's licence			

Any other relevant comments: