



WHITEHORSE CITY COUNCIL

Position description

Job title: Continuous Improvement Specialist	
Classification: Band 7	Effective Date: September 2024
Reports to: Manager Community Safety	Tenure: Permanent

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

- Identify, plan, implement and facilitate projects for the improvement of Community Safety processes, procedures and systems, which improve responsiveness of the Community Safety Department.
- Focus on effective service delivery, systems and processes to coordinate quality assurance and, improvement programs and activities with commitment to quality and continuous improvement principles.
- As the specialist in continuous improvement change tools, Teach, lead, and coach cross-functional teams and departments on Lean tools and other improvement methodology.

Key Responsibilities

Position Specific Responsibilities

- As the CI Specialist, lead improvement projects, applying continuous improvement methodology to improve the efficiency and effectiveness of the Department and, where applicable, with associated departments.
- Develop, implement, and maintain procedural systems to track and improve outcomes for all teams within Community Safety Department.
- Maintain and compile statistical information (via regular reporting) related to the day-to-day operations and identify new components or activities to improve the existing services.
- Develop, implement, lead and coordinate quality assurance/improvement programs, projects and activities to improve quality, service, and efficiency within the organisation.
- Lead and facilitate the Department in preparation for various audits including VicRoads (DoT) Annual Audit, DoT Compliance Reviews and collate data to meet the legislative reporting requirements (LGPRF and Attorney General Reporting).
- Review and analyse data from various reports and findings from external audits to identify problem areas and makes recommendations for improvement.
- In collaboration with the Leadership team develop staff to deliver the business and improve the business. Promote the culture of 'Improvement is core to everyone's role'.
- Coordinate and facilitate Systems training (e.g. Pathway, Legislation, GIS, and Content Manager) and provide technical support to all teams as required.
- Ensure that the teams are aware of and compliant with relevant statutes and legislation.
- In collaboration with the Leadership team facilitate workshops and activities to maintain a productive work environment.

- Provide guidance and support to Leadership team to facilitate quality improvement activities.
- Review services to deliver transformation, change and improvement to implement innovative, cost effective and user-focused services.

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

Budget: \$500

Staff responsibility: Nil

Decision Making:

- Authority and freedom to act within established procedures and constraints such as Acts, regulations, controls and standards. The Officer is able to analyse and identify a range of options to recommend solutions that are generally developed from theory or precedent.
- Ability to manage confidential information.
- Ability to work within tight time constraints.
- Ability to assess options and provide advice to the Leadership Team regarding data trends, quality assurance and improvements.
- Assist Leadership team in identifying resources and staff members required for various projects.
- Be proactive and resourceful in seeking expert advice and information from within or outside the organisation as required

Key Relationships

- Liaise with stakeholders both internal and external to the organisation. Maintain professional relationships with local community, and parties related to quality improvement initiatives.

Skills and Attributes

Qualifications/Certificates/Licences and Experience

- Tertiary qualification or two years of experience in process improvement or project management
- Extensive experience in providing quality service to both internal and external customers.
- Experience in coordinating and implementing process improvements.
- Experience in both mainframe and PC based computer applications. Including the accurate use of computerised data entry systems with high daily volume.
- Must be proficient in Microsoft Office package
- Knowledge and experience in processing data and assembling complex reports from mainframe databases;
- Knowledge of Council's Local Laws, legislation relating to enforcement, infringements and collection of penalties;
- Satisfactory National Criminal History Check.

Technology

- Extensive experience in the use of HP Records, Pathway and Microsoft Office Suite
- Sound knowledge of Data Management systems and SAP (Crystal) reporting is preferred

Interpersonal

- Demonstrated ability to work cooperatively and harmoniously in a team environment;
- Demonstrated ability to gain cooperation and assistance from other departments, members of the public.
- Demonstrated ability to work within a team environment, strong communication skills and the ability to diffuse difficult situations.
- Demonstrated ability to provide direction and feedback to others.
- Demonstrated ability to motivate, influence and engage others in the achievement of goals.
- Excellent verbal and written communication skills and an ability to communicate with all levels of employees.

Leadership/management:

- Skilled in time management with the ability to prioritise workload in line with Policy and legislation guidelines.
- Must be able to provide on the job training and guidance to other staff as required by the Manager.
- Must have an attention to detail and complete tasks by the required deadlines.
- Demonstrated ability to coordinate resources to achieve objectives including effective business and planning processes.
- Ability to make decisions as well as influence decision-making
- Strong work habits focusing on safety, quality, and productivity

Key Selection Criteria

1. Tertiary qualification in process improvement or project management
2. Previous experience in Lean and Six Sigma (desirable)
3. Experience in coordinating and implementing a CI systems into Local Government environment
4. Ability to understand business activities
5. Experience in the use of in house Council Systems including Pathway, GIS, HP Records and Microsoft packages;
6. Knowledge of Council's Legislative framework;
7. Excellent written and oral communication skills.
8. Ability to make decisions as well as influence decision-making

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Standing Tasks involve standing in an upright position.	<ul style="list-style-type: none"> Meeting with Council officers. Including review, display and sorting of documents 	Occasional	
Squatting Tasks involve bending at the knees and ankles, full squat and semi squat posture.	<ul style="list-style-type: none"> General tidying of area Accessing cupboards 	Sometimes performed Sometimes performed	
Kneeling Tasks involve bending at the knees and ankles.	<ul style="list-style-type: none"> General tidying of area Accessing cupboards 	Sometimes performed Sometimes performed	
Walking Tasks involve walking on even/uneven surfaces. Tasks involve walking up/down steep inclines.	<ul style="list-style-type: none"> Regular short distances < 50m, Trolley used when appropriate to aid in manual handling 	Sometimes performed	
Lifting (Floor to waist) Tasks involve raising, lowering or transferring objects ($\leq 9\text{kg}$) from one position to another, using the hands.	<ul style="list-style-type: none"> Collecting, returning hard copy files Short distances, stable load < 5kg 	Sometimes performed	
Lifting (Between waist and shoulder) Tasks involve raising, lowering or transferring objects ($\leq 9\text{kg}$) from one position to another, using the hands.	<ul style="list-style-type: none"> Collecting, returning hard copy files Short distances, stable load < 5kg 	Sometimes performed	
Reaching forward Tasks involve forward reaching with the arms extended.	<ul style="list-style-type: none"> General tidying of area Accessing cupboards 	Occasional Once per day	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
<p>Pushing/Pulling Tasks involve pushing objects away from the body or pulling objects towards the body (also includes striking or jerking).</p>	<ul style="list-style-type: none"> • Movement of objects, documents and other equipment at workstation 	Occasional	
<p>Hand/arm dexterity Tasks involve use of hands and arms like wrist and/or elbow flexion and extension (i.e. typing, stacking).</p>	<ul style="list-style-type: none"> • Photocopying of documents • Using the telephone • Preparation of correspondence 	<p>Daily, intervals across 7.6 hours</p> <p>Up to 7.6 hours a day, head set offered, supplied phone headsets recommended</p> <p>Occasional</p>	
<p>Handwriting Tasks that require the production of written material to record or communicate information.</p>	?	?	

Any other relevant comments: