

Job title: Continuous Improvement Senior Lead	
Classification: Band 8	Effective Date: September 2024
Reports to: Manager Change & Continuous Improvement	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.



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	Respect	Excellence	Accountability	Trust
We work flexibly together to achieve outcomes and solve problems.	We actively listen, value diversity and care.	We adapt, respond, learn and grow.	We take responsibility and follow through on our promises.	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

This position is responsible for leading Council's Continuous Improvement Program which delivers targeted quantifiable benefits for the Whitehorse community and fostering a continuous improvement culture.

Key Responsibilities

Position Specific Responsibilities

- Manage the Continuous Improvement (CI) Program to achieve its objectives, and performance targets.
- Managing the identification, selection and scoping of proposed CI projects requiring consideration by the Program. This includes:
 - A meaningfully critical mass of smaller projects that meet transformation principles.
 - A pipeline of large-scale CI projects that support our financial benefits targets outlined in our Council Plan.
- Manage the annual CI champion accreditation training program. This includes the recruitment, induction, training, and ongoing mentoring of suitable employees as CI champions.
- Identify, develop, implement, and guide appropriate continuous improvement methodology (including selection of appropriate training provider), systems and reporting.
- Develop, implement, and review organisational change activities, policies, and processes to ensure a culture of quality, industry best practice and customer focus across the organisation regarding Continuous Improvement.
- Ensure the benefits reporting methodology is robust, understood and is assessed post completion for a defined period. This extends to evaluating capacity savings regarding cost-avoidance and tangible benefit realisation.
- Inform the Transformation Steering Committee of CI program performance, challenges and development needs whilst ensuring leadership support needs are fulfilled.
- Drive organisational CI awareness including publication of completed projects and awards for outstanding achievement.
- Create a collaborative and supportive partnership with all stakeholders.
- Report to the Executive Leadership Team and Council on a quarterly basis with regards to benefits realisation and project status.
- Ensure the CI program supports, enables, and interfaces into the broader Transformation Program.

Corporate Responsibilities

- Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals and Values Principles in the current Whitehorse City Council Collective Agreement by all staff under supervision.
- Ensure the organisation is aware of and compliant with relevant statutes and legislation.
- Identify and develop changes to policy and procedure in areas of responsibility.
- Ensure that risk management principles are adopted in all decision-making processes within the team.
- Undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment.
- Apply sound financial management techniques to team budget processes.
- Provide equitable and sound supervision of staff, (including ensuring appropriate training, development, and motivation) to ensure that team KRA's are met and contribute to the strategic objectives of the team.
- Ensure appropriate care and use of 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: The position is responsible for the management and development of the Continuous Improvement Budget.

Staff responsibility: The position is responsible for the leadership of a team of tertiary qualified professionals.

Decision Making:

- The position is accountable to the Manager Change & Continuous Improvement for the efficient and effective management of the Continuous Improvement Program within agreed budget, quality, and time constraints. Decisions and actions taken in this position may have a substantial effect on the operational unit being managed or on the public perception of the wider organisation.
- The position works closely with Executive Leadership Team, Senior Leadership Team, and all People Leaders.
- The position has authority and freedom to act within established operational and budgetary guidelines and the provision of various Acts, regulations, codes, and City policies.
- The position has the authority to identify the need for and develop policy options.

- The position fully briefs the Manager Change & Continuous Improvement and Executive Manager Transformation on significant issues of operational and strategic importance. The Continuous Improvement Program should directly affect the effectiveness of the organisation in the long term.

Key Relationships

- The position liaises with management and staff at all levels up to and including the Chief Executive Officer and Executive Manager Transformation.
- The position provides advice on Continuous Improvement to the Transformation Steering Committee, Technology Transformation Program Delivery Team, Executive Leadership Team, and other internal stakeholders.
- The position works closely with the Coordinator Change Management, Coordinator Technology Transformation Program, Coordinator Human Experience and Manager Change & Continuous Improvement to ensure effective enablement of the Transformation Program.
- This position works closely with the Finance Department to ensure that financial benefits reporting, and capture is actioned.

Skills and Attributes

Qualifications/Certificates/Licences and Experience

- Tertiary qualification in business administration, project management, customer experience, or service design.
- Experience leading cross-organisational collaboration to co-design, deliver and manage the delivery of desired outcomes.
- Demonstrated experience facilitating and leading documenting processes and customer journey mapping.
- Demonstrated understanding of the different approaches to continuous improvement, innovation, and transformational change.
- Demonstrated ability to influence and lead others through the adoption of change which will benefit customers, the organisation, and its stakeholders.
- Demonstrated understanding of the long-term goals of the wider organisation, the legal, socio-economic, and political context in which it operates.
- Sound knowledge of budgeting and relevant accounting and financial procedure. Competency to deliver financial analysis and modelling.
- Working with Children Check.

Technology

- High competency in the use of Microsoft applications, including MS Teams, Word, Excel & PowerPoint. Experience with SharePoint desirable.
- Competency with the use of Power Bi.

- High competency with the principles and application of continuous improvement practices and processes to enhance business systems and processes.

Interpersonal

- Demonstrated ability to effectively communicate, negotiate and collaborate with a range of stakeholders to achieve targeted outcomes.
- Demonstrated ability to negotiate with and influence stakeholders to achieve outcomes in a complex political environment.
- Resilience in challenging work environment with conflicting priorities and interests.
- The ability to gain cooperation and assistance of stakeholders to discuss and resolve specialist problems and identify solutions to new business problems.

Leadership/management:

- The ability to provide leadership and guidance to staff under supervision and to develop and monitor performance objectives for staff.
- Experience leading teams to deliver work plans to achieve strategic objectives.
- Knowledge of and commitment to the principles of equal opportunity.

Key Selection Criteria

1. Significant experience in a role within a continuous improvement environment responsible for CI program management and/or project delivery.
2. Demonstrated ability to effectively communicate, negotiate and collaborate with a range of stakeholders to achieve targeted outcomes.
3. Demonstrated ability to influence and lead others through the adoption of change which will benefit customers, the organisation, and its stakeholders.
4. Demonstrated experience taking responsibility for the capture and realisation of benefits.

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 to work at low levels.	N/A		
Hand/Arm Movement Tasks involve use of hand/arms	N/A		
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	N/A		
Standing Tasks involve standing in an upright position	N/A		
Reaching Tasks involve reaching above head, and above and equal to shoulder height	N/A		
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	N/A		
Lifting/Carrying Tasks involve raising, lowering, and moving objects from one level position to another	N/A		
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	N/A		
Keyboard Duties Tasks involve sitting at workstation and using computer.	No	Daily	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	N/A		