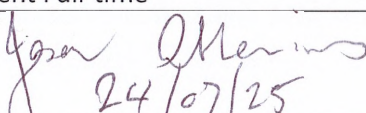


POSITION DESCRIPTION



Position title	Business Improvement Officer
Department	Corporate Services
Designation	Level 5 (Municipal Officer) ASTC EA
Position number	P2209
Responsible to	Executive Manager Corporate Services
Position status	Permanent Full-time
Position description approved	<div> Date: 24/07/25</div>

Primary Objective

Located in the Civic Centre within the Corporate Services directorate, this role supports organisation-wide business improvement planning and implementation. Working closely with stakeholders, the role documents business needs, identifies opportunities to streamline processes, with a focus on digital transformation to support strategic goals and community accessibility.

Key Responsibilities

- Partner with internal teams to review business needs, remove inefficiencies, and prioritise improvements that support organisational goals and make services more accessible to the community.
- Lead and support small to medium-sized business improvement projects, applying sound project and change management principles to ensure successful implementation, including process mapping, documentation, and administrative support.
- Assist in developing and delivering communication and engagement strategies that foster change adoption and drive continuous improvement.
- Monitor process performance, gather feedback, and apply learnings to sustain and build on improvements.
- Foster a culture of innovation, collaboration, and accountability, ensuring alignment with the organisation's strategic direction.
- Provide well-considered advice to stakeholders to support continuous improvement and ensure systems and processes align with organisational goals.
- Take reasonable care for your own health and safety, as well as that of others.
- Follow health and safety instructions and comply with relevant workplace policies, procedures, and emergency protocols.
- Use personal protective equipment and operate machinery, plant, and vehicles safely.
- Report hazards, incidents, accidents, and near-misses to your Manager/Supervisor promptly.
- Perform other duties within capabilities and/or consistent with the level of this position as required.

Qualifications

- Tertiary qualifications in business administration, management, or a related field and/or significant experience relevant to the position.
- Current National Criminal History Check (less than 6 months old).
- Current C class driver's license, able to drive in the NT.

Selection Criteria

Essential

1. Demonstrated experience in building consensus, fostering collaboration, and managing competing priorities to meet deadlines.
2. Proven experience in business process analysis and design, with familiarity in process mapping and modelling techniques to identify and implement improvements.
3. Demonstrated recent experience in applying project management and change management principles to coordinate and support small to medium-sized projects, coordinating successful business improvement initiatives.
4. Exceptional interpersonal skills, with the ability to engage, influence, and build positive relationships with a diverse range of stakeholders at all levels.
5. Strong analytical and problem-solving abilities, with the capacity to collect, interpret, and act on data to support process improvements and decision-making.
6. Excellent communication and presentation skills, with the ability to effectively facilitate process mapping sessions, document recommendations, and communicate agreed changes to stakeholders clearly and concisely.
7. Proven written communication skills, with proficiency in preparing reports, documentation, and using visualisation tools to convey complex information effectively to all audiences.
8. Highly organised, with the ability to work independently, while also contributing to and guiding team efforts.

Desirable

9. Experience in applying data-driven improvement and root cause analysis methodologies such as Kaizen, Six Sigma, Lean or similar.
10. Understanding of Local Government experience in a similar role.

ACKNOWLEDGEMENT

I have received a copy of this Position Description and have read and understand its contents.

Employee Name _____

Signature _____ Date _____