



## POSITION DESCRIPTION/SPECIFICATION

### 1. POSITION IDENTIFICATION

|                      |  |                         |           |
|----------------------|--|-------------------------|-----------|
| <b>Title</b>         | Improvement Analyst                          | <b>Level</b>            | 6         |
| <b>Business Unit</b> | Communications and Stakeholder Relations     | <b>Position Number</b>  | 01712     |
| <b>Directorate</b>   | Governance and Strategy                      | <b>Date Established</b> | May 2021  |
| <b>Reporting to</b>  | Manager Communications Stakeholder Relations | <b>Date Updated</b>     | July 2025 |

### 2. KEY OBJECTIVES

- Contribute to the City's Communications and Stakeholder Relations strategy and priorities.
- Identify, develop and implement process improvement opportunities.
- Lead the development and implementation of best practice that enables the provision of high-quality communications, stakeholder engagement and customer service.
- Undertake project and change management responsibilities for initiatives and projects.

### 3. KEY ACCOUNTABILITIES

- Undertake activities in accordance with the Business Unit Plan and other relevant plans, and relevant legislation, policies, protocols, procedures, practices, and frameworks adopted by the City.
- Ensure the City of Joondalup uses a consistent and collaborative approach to design processes, share knowledge and engage in innovation.
- Ensure communications and stakeholder relations content is current, fit-for-purpose, accessible, relevant and provides consistent, timely and accurate delivery of information.
- Ensure project work is undertaken in accordance with the requirements of the City's Project Management Framework.
- Ensure prompt and accurate capture of corporate information and documentation in accordance with the City's record keeping system and associated policies, protocols and practices.
- Comply with Work, Health and Safety (WHS) legislation, City protocols, procedures and other WHS related requirements, and actively support the City's safety systems.

#### 4. **KEY ACTIVITIES**

| <b>ACTIVITIES</b>   |
|---|
| <b>Outcome: Innovation and Improvement</b> <ul style="list-style-type: none"><li>• Liaise with Executive and senior stakeholders across the City to understand their vision, the City's desired future state and how we can get there.</li><li>• Provide input into the planning, promotion and delivery of the City's Communications and Stakeholder Relations projects, and programs of work.</li><li>• Proactively identify process improvements opportunities where processes need to be better aligned to the City's strategic goals and outcomes.</li><li>• Collaborate across all business areas to represent Communications and Stakeholder Relations. Relay the 'voice of customer' (e.g. issues, what is/isn't working) and support the delivery of service improvement initiatives.</li><li>• Perform data gathering, root cause analysis and trend analysis on key Communications and Stakeholder Relations metrics from various sources to identify and explore problems and priority issues.</li><li>• Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.</li></ul>  |
| <b>Outcome: Process Design and Continuous Improvement</b> <ul style="list-style-type: none"><li>• Identify, develop and implement improvements to existing and new business processes in collaboration with others.</li><li>• Review, analyse and document current state process, recommend optimised future process design, document requirements, and lead process re-design.</li><li>• Collaborate with various stakeholders across the organisation to identify and analyse opportunities to improve business processes that support organisational strategies.</li><li>• Collaborate with relevant employees in all business units to support process redesign activity.</li><li>• Identify and apply the right tools and methods to facilitate and manage improvement deliveries.</li><li>• Meet and discuss changes with key stakeholders to ensure they understand and actively support any required process changes and desired cultural shifts.</li><li>• Prepare reports and develop scalable insights to support process redesign and other change initiatives.</li><li>• Conduct end-to-end assessments of initiatives against clear measures and tracking to demonstrate stated benefits.</li></ul> |
| <b>Outcome: Knowledge Management</b> <ul style="list-style-type: none"><li>• Support the development and implementation of fit for purpose tools and solutions.</li><li>• Analyse, review and create knowledge and content.</li><li>• Analyse, review and create training to ensure it supports the delivery of high-quality communications and excellent customer service.</li><li>• Collaborate to review and improve knowledge content to ensure it is easy-to-use and high quality.</li><li>• Monitor the City's website to ensure information is relevant and current.</li><li>• Communicate with business units to promote the development of supportive and collaborative knowledge sharing culture, including upcoming reviews and progress.</li><li>• Build innovation and improvement capability across communications and stakeholder relations.</li></ul>   |
| <b>Outcome: Project and Change Management Support</b> <ul style="list-style-type: none"><li>• Undertake allocated components of projects associated with the annual business unit plan and other assigned projects, initiatives and programs.</li></ul>   |

- Undertake project related tasks and change plans including setting priorities, establishing objectives and milestones, estimate times and scheduling activities.
- Deliver requirements in accordance with agreed scope and timeframes, including considering the full change lifecycle.
- Collaborate across the organisation to support the delivery of projects and initiatives that are aimed to drive excellence.
- Develop training, communication, and briefing material to support successful change implementation. On occasion, deliver relevant training.
- Identify financial implications of projects and shifts in priorities.
- Contribute to reporting activities related to relevant projects, Business Unit Plan and other strategic organisational plans.

## 5. WORK RELATED REQUIREMENTS

### **Essential Skills, Knowledge, Experience and Qualifications:**

#### **Skills:**

- Process design, process mapping and process improvement.
- Written and verbal communication skills including writing and presentation skills.
- Interpersonal skills, with the ability to establish and maintain positive, collaborative and service-oriented relationships.
- Questioning and meeting facilitation skills, including ability to elicit requirements and define efficient solutions.
- Analytical, problem solving and critical thinking skills, including data analysis with ability to explore and interpret large data sets.
- Organisation, time management and planning skills, with the ability to effectively prioritise multiple tasks to meet deadlines and achieve desired outcomes.

#### **Knowledge:**

- Communications and customer experience best practice, methodology and principles.
- Analysis, process improvement and change practices.
- Service delivery processes and systems used in a communications and/or customer service environment.
- Services and role of local government.
- Software packages including Microsoft Office 365, SharePoint and Power platform.

#### **Experience:**

- Delivering process and system changes in a complex organisation.
- Projects and initiatives targeted innovation and service delivery.
- Business requirements gathering, analysis and process mapping techniques.
- Using process mapping tools and standards.
- Creating knowledge and learning content for a wide range of audiences.

#### **Qualifications / Clearances:**

- Tertiary qualifications in Information Technology, Business or a related discipline or an equivalent combination of education and experience.
- Certification in Change Management and/or Process Improvement tools and methodologies and/or equivalent experience.

## **6. EXTENT OF AUTHORITY**

- Exercises a degree of autonomy but advice is available for complex matters.
- Establish work priorities and monitors workflow in areas of responsibility. Involvement in establishing and modifying processes.
- Solutions to problems require analytical approach and elements of development and creativity within the scope of corporate protocols.
- Required to exercise judgment and initiative where procedures/practices are not clearly defined.

## **7. WORKING RELATIONSHIPS**

### **Level of Supervision:**

- Works under general direction

### **Internal:**

- Senior Managers
- All other business units

### **External:**

- Contractors and suppliers
- Other local governments
- State and other government departments

## **8. POSITION DIMENSIONS**

|  |   |
|--|---|
| NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION | 0 |
|--|---|