



POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

Title	Organisational Development Analyst (Business Improvement)	Level	7/8
Business Unit	Strategic and Organisational Development	Position Number	01200
Directorate	Governance and Strategy	Date Established	September 2013
Reporting to	Coordinator Organisational Development	Date Updated	June 2025

2. KEY OBJECTIVES

- Work in partnership with the City's Executive Leadership Team to develop and implement strategic and high-quality organisational development outcomes and programs, in line with organisational goals.
- Coordinate a range of projects with multiple stakeholders.
- Monitor, review and report on the effectiveness of the organisation in line with best practice.
- Coordinate continuous improvement projects across the organisation and implement a range of strategies aimed at improving organisational culture and the delivery of services.
- Provide training and support for developing and reviewing business processes.
- Lead service reviews to monitor the relevance and effectiveness of services to the community.

3. KEY ACCOUNTABILITIES

- Programs and services are undertaken to a high standard in accordance with the City's plans and protocols, ensuring efficient delivery of assigned work and projects.
- Ensure all project work is undertaken in accordance with the requirements of the City's Project Management Framework.
- Undertake activities in accordance with the Business Unit Plan, Corporate Business Plan, Strategic Community Plan, Continuous Improvement Plan and other relevant plans.
- Ensure prompt and accurate capture of corporate information and documentation in accordance with the City's recordkeeping system and associated policies, protocols and practices.
- Customer service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Ensure all financial activities are undertaken in accordance with the City's purchasing protocols and practices.
- Comply with Work, Health and Safety (WHS) legislation, City protocols, procedures and other WHS related requirements, and actively support the City safety systems.

4. KEY ACTIVITIES

ACTIVITIES

Outcome: Continuous Improvement (Business and Process Improvement)

- Analyse and identify opportunities to improve processes, practices and procedures across the City.
- Lead on the development, review and reporting of the City's Continuous Improvement Plan.
- Lead on the implementation, reporting and review of the City's Benefits Realisation Framework.
- Provide support to Business Units to identify business improvement opportunities.
- Assess organisational performance in line with the Australian Business Excellence Framework and other best practice frameworks to inform improvement activities.
- Assist with the implementation of best practice frameworks and provide training as required.
- Conduct research and analysis to provide specialist advice, detailed reports and recommendations to the City's Executive Leadership Team, Committees and Council as required.
- Support and contribute to change management processes, effectively engaging stakeholders.
- Assist with the implementation of process improvement projects including new/updated IT systems.
- Assist in the implementation of the ISO:9001 audit program as required.

Outcome: Process Development and Review

- Coordinate the ongoing development, review and documentation of organisational processes.
- Develop and implement process improvement/mapping training and provide support to the organisation.
- Act as Module Administrator for Process Manager and provide system training.
- Monitor process mapping system use and provide status reports across the organisation.

Outcome: Service Reviews

- Coordinate the service review program in collaboration with the organisation and provide reporting to the Executive Leadership Team.
- Review services and provide advice and support in developing improvement project plans.
- Support improvement project teams, ensuring effective implementation of recommendations.
- Proactively establish and maintain collaborative relationships to ensure positive project outcomes.

Outcome: Development and Enhancement of IT Systems

- In collaboration with IT, consultants and improvement project teams, facilitate the development and enhancement of corporate IT systems, platforms and tools to implement process improvements.
- Participate in consultation with external providers regarding new corporate systems as required.

Outcome: Project Management and Organisational Development Initiatives

- Assist with the implementation of the City's Project Management Framework and associated methodology to meet business needs and ensure projects are effectively delivered.
- Manage time effectively to plan and implement projects, improvement strategies and organisational development initiatives in accordance with agreed scope, timeframes and budgets.
- Lead project teams where required and actively participate as a project team member.

Outcome: Stakeholder Liaison

- Proactively establish and maintain collaborative relationships, achieving positive outcomes and improving organisational culture.
- Collaborate with and lead Business Unit teams across the organisation, assisting with the development and implementation of improvement project plans and activities.
- Establish and maintain appropriate networks and positive working relationships with external stakeholders.

- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.

5. WORK RELATED REQUIREMENTS

Essential Skills, Knowledge, Experience and Qualifications

Highly Developed Skills:

- Computer literacy including Microsoft Office, SharePoint, automation tools and software applications to support process improvement.
- Business analysis, research and problem-solving skills including proven ability to analyse issues and develop practical recommendations for process improvements.
- Process improvement and change management principles and processes.
- Written and verbal communication skills, including report writing and presentation.
- Project management.
- Interpersonal skills, including demonstrated ability to establish positive working relationships.
- Research and problem-solving including proven ability to analyse issues and develop practical recommendations for process improvements.
- Demonstrated ability to meet deadlines, prioritise workload and achieve objectives.
- Ability to work both autonomously and in teams.

Knowledge:

- Tools to support the monitoring and reporting of business processes.
- Organisational planning and reporting.
- The Australian Business Excellence Framework and other quality frameworks, improvement methodologies and change management principles.
- Project management principles.

Extensive Experience:

- Using new technology to achieve outcomes.
- Developing, implementing and reviewing processes to improve service and delivery.
- Preparing reports and delivering presentations.
- Leading business improvement initiatives and projects.
- Analysing corporate information, developing reports and delivering presentations.
- Promoting and implementing quality management approaches throughout the organisation.
- Business partnering and facilitation of cross-functional teams.
- Working with technology platforms / data visualisation tools, such as Power BI.
- Managing projects and leading teams.

Qualifications / Clearances:

- Tertiary qualification in Business or related discipline and/or extensive relevant experience.
- Formal training in process improvement and/or quality frameworks or relevant experience.
- Current National Police Certificate.

6. EXTENT OF AUTHORITY

- Has authority to manage large and complex projects.
- Responsible for control and coordination of relevant projects including cost effectiveness and timeliness.
- Can deliver solutions to problems with an analytical approach and creativity within the scope of corporate protocols, processes and procedures.

- Is required to use professional knowledge and approach to solve complex problems.
- Decisions and actions taken may have a significant effect on projects being coordinated.

7. **WORKING RELATIONSHIPS**

Level of Supervision:

- Works under limited direction.

Internal:

- All Business Units.
- Directors and CEO.

External:

- LG Professionals.
- JLP Partners, including Edith Cowan University, WA Police Academy and NM TAFE.
- Training providers.
- IT consultants and external contractors.
- Other Local Governments.
- Presenters, guest speakers and relevant agencies.

8. **POSITION DIMENSIONS**

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