



POSITION TITLE:	Continuous Improvement Lead	CLASSIFICATION:	Band 7
REPORTS TO:	Customer Experience & Continuous Improvement Lead	CONTRACT:	Fixed Term, 12 months
DEPARTMENT:	Customer Experience & Engagement		

OUR STRATEGIC CONTEXT	
	<p>PURPOSE Our organisation is accountable, sustainable and delivering effective services to our community.</p> <p>VISION Our community is a safe, inclusive and creative city that celebrates and embraces its vibrancy of cultures.</p> <p>VALUES Cooperation, Change and New Ideas, Learning, Achievement, Communication & Accountability.</p> <p>COUNCIL PLAN A thriving and unique place; an inclusive and healthy community; and a people-centred and future ready city.</p>

HOW YOUR ROLE CONTRIBUTES
<p>The Continuous Improvement Lead is responsible for driving efficiency, optimising processes, and fostering a culture of continuous improvement within our organisation. The role focuses on identifying inefficiencies, implementing process improvements, and ensuring sustainable change through human centred design principles, agile practices and improvement methodologies like Lean, Six Sigma.</p>

RESPONSIBILITIES	KEY OUTCOMES
Process Optimisation & Engagement	<ul style="list-style-type: none"> » Lead, support and manage improvement initiatives using structured problem-solving methodologies » Identify bottlenecks, inefficiencies, and waste in existing workflows, and propose solutions for improvement » Embed Lean and Service Design principles into initiatives to uplift the capability of our internal stakeholders
Stakeholder Management	<ul style="list-style-type: none"> » Partner with stakeholders to map customer and business needs and translate these into process requirements » Assist and support teams to understand and take a cross-functional process approach to problem resolution and avoid narrowing their focus to within their immediate functional area » Develop strong working relationships and an understanding of the organisation's work to facilitate a partnership approach, ensuring that outcomes reflect the needs of our customers and organisation
Reporting and Evaluation	<ul style="list-style-type: none"> » Prepare evaluation reports and present these to initiative sponsors, highlighting key insight activities, providing data for decision making and recommendations for improvement » Monitor the implementation of initiatives over time to measure benefits to the organisation and our customers

KEY WORKING RELATIONSHIPS	
	<p>Direct reports: N/A</p> <p>Internal: CoS Business Departments, Project Stakeholders, Communications,</p> <p>External: Residents, Local businesses, Councillors</p>

REQUIRED SKILLS AND COMPETENCIES

Accountability	<ul style="list-style-type: none"> » Demonstrated experience working in partnership with internal stakeholders on challenging initiatives
Judgement and Decision Making	<ul style="list-style-type: none"> » Ability to work on multiple initiatives concurrently » Ability to thrive in an ambiguous and changing environment and be resilient in the face of changing priorities » Solid customer-centric focus, core understanding of the customer lifecycle and customer needs
Specialist Knowledge and Skills	<ul style="list-style-type: none"> » Application of Lean and service design principles to streamline business processes and increase efficiency » A strong understanding and ability to map end-to-end business processes, identifying bottlenecks, inefficiencies, and waste in existing workflows, and propose improvement opportunities for new and existing processes » Experience in supporting the development of continuous improvement in a service organisation » Ability to collect and analyse data to assess performance trends and measure the impact of improvement initiatives. » Problem-solving mindset with a focus on efficiency and effectiveness.
Stakeholders Engagement & Interpersonal Skills	<ul style="list-style-type: none"> » Ability to partner with stakeholders to create process improvements » Work collaboratively as part of the customer experience team to improve the customer experience at Council » Ability to convert complex into simple while managing varied stakeholder expectations
Qualifications and Experience	<ul style="list-style-type: none"> » Relevant tertiary qualification plus accreditation in Lean Six Sigma, or equivalent combination of qualifications and specialist experience » Well-developed project management skills.

WHAT WE ARE ALL RESPONSIBLE FOR



Workplace Health, Safety and Wellbeing:

We are committed to maintaining a healthy and safe work environment for all employees, contractors, volunteers, and visitors and recognise that this is an integral part of our business. This commitment extends to ensuring activities do not place any person at risk.

Diversity, Equity and Inclusion:

We are committed to fostering a diverse and inclusive workplace that values everyone's contributions, lived experience, and expertise. A workplace where everyone is supported to thrive and be authentic.

Code of Conduct:

We are committed to the provision of the best possible services to the community in a fair, equitable and inclusive manner and requires all employees to adhere to the standards of conduct.

Service Promises:

We Empathise | We are Responsive | We are Transparent | We are Consistent | We Follow Through

Safeguarding Children and Young People:

We have a zero tolerance to child abuse. All Council officers, including employees, contractors, volunteers and Councillors have a legal and moral obligation to keep children safe and promote their best interests.

Sustainability:

We're committed to a sustainable Stonnington, working together with our community to create a healthy future for us all.

Review date:

13 February 2025