

MANAGER, ORGANISATIONAL IMPROVEMENT & TRANSFORMATION

POSITION & PERSON DESCRIPTION

April 2025



City of
Norwood
Payneham
& St Peters

POSITION DETAILS

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| DEPARTMENT: | Chief Executive's Office |
| UNIT: | Organisational Improvement & Transformation |
| SECTION: | |
| ORGANISATIONAL RELATIONSHIP: | <p>Reports to directly to the Chief Executive Officer</p> <p>The Position is also expected to work in collaboration with the Executive Leadership Team and staff across the organisation</p> |
| DIRECT REPORTS: | Nil. |
| AWARD: | <i>South Australian Municipal Salaried Officers Award and the City of Norwood Payneham & St Peters' Municipal Officers Enterprise Agreement</i> |
| CLASSIFICATION: | Senior Officer, Level 6 |
| SPECIAL CONDITIONS: | Some out-of-hours work may be required, as well as attendance at Council and Committee meetings etc. |

POSITION OVERVIEW

The Manager, Organisational Improvement & Transformation has the overall responsibility of coordinating and positively influencing, the ongoing improvement and transformation of the organisation by creating a functional culture and high-performing organisation.

The Manager, Organisational Improvement & Transformation, coordinates the building of a continuous improvement culture across the organisation. This position is one of influence and collaboration and requires a strong sense of curiosity and the ability to foster and build relationships with key staff across the organisation, to ensure the delivery of a suite of improvements.

The Manager has a key partnering role in driving and facilitating business improvement across the organisation, embedding the principles of "business excellence" and change management to create an environment and culture of sustainable high performance and functional, to ensure the delivery of 'best value' and efficient services for the City's citizens.

The Manager is responsible for identifying and undertaking (as well as enabling others to undertake) organisational initiatives that improve service to our citizens, operational efficiency and effectiveness. The Manager has a high level of interaction across the organisation and involves extensive ongoing collaboration and coordination across all Departments and Units.

POSITION OBJECTIVES

- To improve the organisations systems and process, with the objective of achieving 'best value' and improving efficiency and effectiveness.
- To transform the organisation to a high performing organisation with a highly functional culture.
- To deliver the organisations Service Excellence Program in collaboration with the Manager, Chief Executive's Office.
- To manage the preparation of the organisation's Corporate Plan to deliver upon the Council's Strategic Management Plan, *CityPlan 2030 - Shaping Our Future*.

KEY RESPONSIBILITIES

- Identify and facilitate organisational improvement initiatives to embrace the organisation's performance to ensure the efficient and effective delivery of our services.
- Develop resources and build organisational capability through the development and introduction of improvement tools and methodologies.
- Provide advice, support and expertise to assist with the delivery of successful improvement initiatives.
- Facilitate and embed a common understanding of the principles of business excellence and practices across the organisation.
- Ensure that care practices are captured in the organisation's process management systems.
- Lead the core engagement and delivery of service improvements and process improvements with internal and external stakeholders.
- Lead the organisations continuous improvement initiatives.
- Lead the preparation of the organisation's Corporate Plan.
- Report, as required, on the improvements to the organisation's systems and processes.
- Other duties as requested by the Chief Executive Officer, commensurate with the skills and abilities of the Manager, Organisational Improvement & Transformation.

Performance indicators

- Preparation of continuous improvement framework for the organisation.
- Effective teamwork and contribution to the achievement of the Chief Executive Officer's Office Projects.
- The degree of flexibility and professionalism displayed.

SELECTION CRITERIA

ESSENTIAL CRITERIA

- Relevant qualifications in business (or similar) supported by a post graduate qualification (or similar) in continuous improvement, change management or project management, or;
- Non-tertiary qualifications in change management, service and / or continuous improvement (preferably Lean Thinking or the Australian Business Excellence Framework) together with requisite skills and external experience.
- A combination of experience in change management, customer experience and / or continuous improvement (preferably Lean Thinking or the Australian Business Excellence Framework); and
- Expertise and competence sufficient to perform the duties and responsibilities of the position.

DESIRABLE CRITERIA

- Qualifications in Project Management.

PERSONAL SKILLS AND EXPERIENCE

- Sound Leadership Skills.
- Highly developed communication and interpersonal skills.
- Highly developed analytical and thinking skills.
- Demonstrated ability to use sound judgement.
- Presentation and facilitation skills, as well as excellent verbal and written communication skills, including the ability to articulate complex information in a clear and concise manner.
- Experience in socialising change management, communications, reports and presentations.
- Demonstrated achievement in implementing and delivering Lean Thinking or Business Excellence or other continuous improvement initiatives.
- Experience in coordinating and supporting continuous improvement initiatives.
- Experience in delivering process improvements that are cross functional.

JOB REQUIREMENTS

- National Criminal Record (Police) Clearance with no adverse findings.
- Department of Human Services (DHS) Aged Care Sector Employment Check Clearance
- Be fit to undertake the inherent job requirements and the physical demands of the position and remain so during employment in accordance with reasonable work, health and safety expectations, and relevant policies and procedures.
- Current Drivers Licence.
- Completion of training & attainment of skills applicable to Award Classification.
- Attend training courses and relevant staff development courses and maintain competency levels.
- Complete duties as requested by a more senior officer than yourself.
- Complete duties within the timeframes allocated.
- Some out-of-hours work and attendance at meetings required.

WORK HEALTH & SAFETY RESPONSIBILITIES

- In accordance with *Section 28* of the *Work Health and Safety (WHS) Act 2012*, while at work you must:
 - take reasonable care of your own health and safety; and
 - take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and
 - comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the Council; and
 - cooperate with any reasonable policy or procedure of the Council.
- As part of the Council's safety management system, all workers are required to:
 - report any hazards, near misses, incidents, accidents, injury or ill-health which arise in the course of, or as a result of, their work;
 - correctly use, and maintain, any clothing and equipment provided for the purposes of WHS;
 - maintain their workplace in a tidy and safe condition;
 - ensure that their safety, and that of others, is not affected by the consumption of alcohol or other drugs;
 - not interfere with, remove or displace any safety devices, guards or protective equipment unless it is part of an approved maintenance or repair procedure; and
 - actively participate in consultation and consideration of all WHS issues that are pertinent to their workplace.
- Work Health & Safety (WHS) Competencies and training requirements include:
 - Sun Smart UVR (induction)
 - Hazardous Chemicals Awareness (induction)
 - Drugs & Alcohol Awareness (induction)
 - Environmental Hazards General Awareness (induction)
 - Hazardous Manual Tasks Awareness (induction)
 - Fatigue Awareness (annual)
- In addition to your obligations listed above, as a Manager you are responsible for, and will be held accountable for, fostering a positive safety culture and developing a safe work environment by controlling, directing and monitoring work practices within your area of responsibility, and in particular:
 - ensuring that all workers (staff, contractors and visitors) who are required to enter an area under your control receive safety induction prior to commencing work;
 - providing advice, instruction and training all staff so that they can perform their role safely;
 - implementing, measuring, monitoring and reviewing WHS plan activities within your area of responsibility;
 - ensuring adherence to WHS policies and procedures through the provision of adequate supervision;
 - identifying, assessing and controlling hazards and WHS risks; and
 - coordinating, and participating in, local WHS consultation processes;
 - communicating the contents of the approved WHS policy, procedures, plans and programs to workers;

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- maintaining awareness of safety issues within your area of control;
- regularly viewing working procedures and practices within your area of responsibility;
- ensuring the issue, correct use and maintenance of personal protective equipment;
- assisting in the rehabilitation of employees who are, or have been absent from work due to injury or illness, by working in conjunction with the LGAWCS Rehabilitation Counsellor;
- responding promptly to hazards which may affect the health, safety or welfare of workers;
- responding immediately on receiving notification of a work related injury or illness, or the occurrence of a dangerous or hazardous situation;
- respond to changes in the workplace, where those changes may affect the health, safety or welfare of workers;
- ensuring safe access and egress to and from the workplace;
- recognising positive safety behaviour amongst your workers; and
- providing and collating data related to local WHS performance as required.
- promoting injury management awareness by setting a good example; and
- responding to changes injury management practices, policies and procedures that are to be followed in the workplace;

Performance Indicators

- Increased awareness of, and compliance with, WHS legislation.
- Safe working practices utilised which are WHS compliant.
- Competency levels maintained and kept up-dated as required.
- Timely reporting of hazards and risks to ensure prevention is attempted at all times.
- Immediate reporting of all accidents and incidences.

ORGANISATIONAL VALUES

At the City of Norwood Payneham & St Peters, all staff are committed to improving the quality of services which are provided to the community. In order to ensure that we achieve this, we have embraced the *Business Excellence Framework* as a mechanism for implementing continuous improvement and as part of this we have adopted a set of Organisational Values and Community Well-Being Model.

The Organisational Values (which are summarised below) form an integral part of the Position & Person Description.

The Organisational Values are a shared set of values to assist in guiding staff behaviour in terms of how we interact with each other and the Elected Members, as well as how we treat people in our community as part of our day-to-day operations and service delivery.



AGREEMENT

This Position & Person Description accurately reflects and describes the responsibilities, accountabilities, duties and skills required and the expected outputs and outcomes for the position of Manager, Organisational Improvement & Transformation.

APPROVED BY:

READ & AGREED TO BY:

Mario Barone PSM
CHIEF EXECUTIVE OFFICER

Insert Name of Incumbent.
**MANAGER, ORGANISATIONAL
IMPROVEMENT & TRANSFORMATION**

Date

Date

Position & Person Descriptions form an important part of an integrated planning process to ensure that individual performance, and the required outputs and outcomes of each position within the organisation, align with the strategic and corporate directions of the Council as set out in the *CityPlan 2030: Shaping Our Future*. The *Organisational Values* are an integral component of the organisational culture and all staff are expected to perform their duties within the framework of the *Organisational Values*.