



POSITION DESCRIPTION

POSITION DETAILS

Title	Process Improvement Lead	
Reporting to	Manager, Innovation & Continuous Improvement	
Function	Transformation and Integration	
Section	Innovation and Continuous Improvement	
Team	Process Improvement	
Classification	Senior Officer	
People Leader (Y/N)	N	
Written by	Jason Cotton	Date: 06/05/2022
Approved by	Michael Wootten	Date: 17/5/2022

POSITION PURPOSE

Provide one to three statements that describe the main purpose of the role, describing the job and convey why this job exists and what its contribution is to the organisation.

The position exists to make Greater Western Water (GWW) future-ready by providing exceptional leadership in business process improvement. This includes driving a continuous improvement culture that focuses on high performance, strategic value-adding, business partnering, and capability development.

The Process Improvement Lead is primarily responsible for re-designing & facilitating the re-designing of various processes within Greater Western Water. This role will also lead a significant shift / uplift in Greater Western Water's process and process management maturity, focusing on up-to-date enterprise-wide process improvement, and various enablers such as systems & technology, governance and controls.

ORGANISATION CONTEXT – ABOUT GREATER WESTERN WATER

Greater Western Water brings together the best of City West Water and Western Water to enhance customer service and water security and provide more affordable services for the communities it serves.

The challenge now and into the future for the organisation, is to continue to develop the organisation, addressing the unprecedented growth being experienced in Melbourne's western corridor, in a way that:

- Delivers value for customers and communities
- Contributes to a highly liveable, viable region
- Cares for the environment
- Leverages partnerships and technology to create future opportunities, and
- Enables a performance focused, safe and inclusive workplace culture where employees can innovate and thrive.

It is UNCONTROLLED if it has been saved locally or printed. This document is FOR OFFICIAL USE ONLY

MAJOR ACCOUNTABILITY AREAS	
Major Accountability Area	Key Performance Indicator
<p>Project Engagement</p> <ul style="list-style-type: none"> • Lead a portfolio of Continuous Improvement Initiatives in conjunction with teams across the organisation to deliver the process, technology and people changes to deliver end to end experience improvement. • Contribute to the enterprise-wide uplift in process and process management maturity and to champion the adherence to BPMN 2.0 Standards. • Employ the GWW benefits realisation process to ensure process improvements made sustainably deliver benefits promised. 	<p>Measure</p> <ul style="list-style-type: none"> • Implement new & improved processes for critical business and customer activities, resulting in productivity, efficiency and employee/customer experience. • Timely, accurate and insightful reporting on benefits realised that can be presented to the Process Community of Practice
<p>Continuous Improvement</p> <ul style="list-style-type: none"> • Drive continuous improvement of the organisation's enterprise level processes, and re-assess and where appropriate, re-design the current enterprise processes, update process maps and formally publish guidelines. • Adopt and champion a continuous improvement framework and methodology that delivers simple, easy, end to end processes and interactions that drive engagement, positivity and retention. 	<p>Measure</p> <ul style="list-style-type: none"> • Up to date / current procedures & processes available on GWW's Intranet, easily located by GWW's employees. • Staff awareness & engagement of agreed enterprise level process • Consistently applied across the business Demonstrate leadership of the adoption of an enterprise-wide Process Improvement Framework to ensure that processes deliver a high quality of service delivery, positive journey for customers, simple procedures & undertaken in a way that is consistent with GWW's cultural aspiration. • GWW's process improvement function is an established operating function that understands business requirements, and partners with the business to drive change. • Feedback from Process Community of Practice • Positive, effective & collaborative approach to working with colleagues across the business.

It is UNCONTROLLED if it has been saved locally or printed. This document is FOR OFFICIAL USE ONLY



POSITION DESCRIPTION

<p>Customer Centric</p> <ul style="list-style-type: none"> Ensure voice of the customer and the employee experience is at the centre of all continuous improvement prioritisation and change. 	<p>Measure</p> <ul style="list-style-type: none"> Improved customer and employee experience on re-engineered processes.
<p>Leadership</p> <ul style="list-style-type: none"> Provide expertise and coaching to help and empower all employees across GWW to deliver continuous improvement, in a manner that is consistent with GWW's values. 	<p>Measure</p> <ul style="list-style-type: none"> Enhanced capability across greater Western Water to successfully undertake business process improvements.
<p>Safety and Wellbeing</p> <ul style="list-style-type: none"> Take care of own and colleagues Health, Safety and Wellbeing (HSW) through proactively supporting GWW's zero harm culture and safety leadership. 	<p>Measure</p> <ul style="list-style-type: none"> Contribute to the on-going development of a zero harm HSW culture. Monitor compliance of HSW systems and procedures. Actively monitor the workplace to determine the presence of hazards and take appropriate action to rectify any hazards found. Participate in HSW project groups and committees as required.

RELATIONSHIPS AND STAKEHOLDERS

Outline the position's requirements for internal and external communication/negotiation/contact with other people or groups

Concentrate on those communication requirements that are critical to the achievement of the position's primary objective(s).

List any committees, etc the position will be involved with (internally or externally).

<p>Internal</p>	<ul style="list-style-type: none"> Collaborates with technical and subject matter experts, process specialists and owners, automation and robotics leads, and IT architects to ensure that end to end process requirements are clearly understood and inform process design.
<p>External</p>	<ul style="list-style-type: none"> Collaborate with other government agencies and departments, consultants and subject matter experts to research and share approaches to continuous improvement.

SKILLS, EXPERIENCE and TECHNICAL KNOWLEDGE

Enterprise Skills	Proficiency
Innovation & Continuous Improvement	Advanced
Communicating with Influence	Intermediate

It is UNCONTROLLED if it has been saved locally or printed. This document is FOR OFFICIAL USE ONLY

POSITION DESCRIPTION

Commercial & Industry Awareness	Intermediate
Delivering Results	Intermediate
Change Agility	Intermediate
Stakeholder & Relationship Management	Advanced
Technical Knowledge	<ul style="list-style-type: none"> Active working knowledge of continuous improvement methodologies. Understanding of BPMN 2.0 Standards.
Experience	<p>Essential</p> <ul style="list-style-type: none"> Extensive Business Process Re-engineering experience in a Utilities or similar organisation. Previous experience working in an agile environment, preferably across operational or service areas. Strong interpersonal skills to engage key stakeholders around the business. Self-starter with keen enthusiasm and persuasive techniques to roll out process improvement practices in the business. <p>Desirable</p> <ul style="list-style-type: none"> Experience in public sector
Qualifications Include relevant trades / qualifications / licences / accreditations / registrations	<ul style="list-style-type: none"> Tertiary qualification in a relevant discipline or relevant industry experience Qualifications in a continuous improvement methodology such as Six Sigma, Lean Methodology, Agile or Human Centred Design will be advantageous.

It is UNCONTROLLED if it has been saved locally or printed. This document is FOR OFFICIAL USE ONLY