Senior Business Process Improvements Lead

Department:	Business Services
Location:	Cairns, Townsville, or Mackay (Can be remote by negotiation)
Position type:	Full time (six-month contract)
Classification:	Level 9
Reports to:	Executive Director Business Services
Direct reports:	Nil.

Our Values

	Values statements	Core commitments
Collaboration	We connect co-operatively across boundaries to share ideas and achieve our goals together. **'We work together'**	I will work co-operatively across teams to achieve outcomes. I will connect with others to build trusting relationships. I will share ideas, knowledge, and resources.
Leadership	We are empowered, inspired, and will step up to create a better future. **'We are all leaders'**	I will role-model positive behaviours. I will create opportunities to have a positive impact. I will take responsibility for contributing to NQPHN's culture and success.
Integrity	We hold ourselves to the highest standards of ethics and professionalism. **'We do the right thing'**	I will be consistently ethical and trustworthy. I will display high levels of professionalism at all times. I will represent NQPHN with pride.
Accountability	We own our actions, follow through on our promises, and live our values. **'We do what we say'**	I will follow through on my commitments. I will take ownership of my work and performance. I will be transparent and forthcoming with information.
Respect	We hear, acknowledge, and value all people and voices, finding unity in our diversity. **'We are considerate'**	I will actively seek out and value different perspectives. I will treat all people with appreciation, dignity, and courtesy. I will be culturally informed and sensitive.

ISO 9001 QUALITY

Role summary

Northern Queensland Primary Health Network (NQPHN) wishes to undertake a project to review and improve existing processes that will deliver improved process efficiency and role clarity.

There are several specific areas of focus including financial processes, commissioning processes, and clinical governance processes as well as scope for additional business processes based on the outcomes of discovery workshops.

As the areas of focus impact across the majority of NQPHN business functions, project management support is required to ensure that project timeframes and deliverables are defined, tracked, and achieved.

The Senior Business Process Improvements Lead is a dual-purpose role responsible for supporting NQPHN to:

- project manage the process reviews and embedding of the Commissioning Framework including monitoring and reporting progress to the Steering Committee and Executive Leadership Team

- lead NQPHN operational team members in the advancement of business processes to deliver measurable efficiency gains and ensure that the objectives of operational efficiency, clearly documented roles and responsibilities and defined systems requirements are met.

Commissioning Framework

NQPHN has undertaken a comprehensive review of its Commissioning Framework resulting in a refreshed framework that now requires embedding within the day-to-day operations of the organisation. This forms a key focus of the Senior Business Process Improvements Lead.

As part of this process, NPQHN wishes to review existing processes to:

- identify opportunities for streamlining business practices to ensure operational efficiency

- clarify roles and responsibilities and key process hand over points

- define requirements for potential future investments in corporate systems.

Key responsibilities

The project aspects of the role include the following key responsibilities:

- defining project objectives, project scope, roles, and responsibilities

- defining resource requirements and managing resource availability and allocation – both internal and third party

- preparing a detailed project plan to schedule key project milestones, workstreams, and activities

- managing delivery of the project according to the project plan

- tracking the project and providing regular reports on project status to the Steering Committee and Executive Leadership Team

- managing and adjusting for any changes in project scope and/or schedule

- identifying and mitigating potential risks

- managing the relationship and communication with all stakeholders, ensuring the project is delivered to their satisfaction.

The business improvements aspects of the role include the following key responsibilities:

- gathering, validating, and documenting business requirements

- modelling business processes and identifying opportunities for process improvements

- identifying the issues, risks, and benefits of existing and proposed solutions and outlining business impacts

- improving the capability of the business in process improvement disciplines and tools (such as Lean, Six Sigma)

- creating business process documentation including policies, procedures, tools, and templates (as required)

- estimating costs and identifying business savings

- implementing and testing proposed process changes

- supporting business transition and helping to establish change

- defining and documenting system requirements for potential future investments.

Key selection criteria

- Tertiary Qualification in an appropriate or complementary discipline (e.g., Business, Commerce, Information Technology) and/or at least 10 years' experience in similar role/s.

- Demonstrated experience in project management and change management disciplines including sound knowledge of project management principles and related practices and procedures.

- Certification in efficiency (Lean, Six Sigma).

- Demonstrated ability to work across multiple operational teams in different disciplines to achieve an integrated, efficient, and effective outcome.

- Extensive experience and demonstrated competence in project management, continuous improvement, and business transformation initiatives.

- Knowledge and experience working within health services and procurement.

- Well-developed communication skills, both verbal and written, including experience in the preparation of reports, policies, and procedures. Experience in communicating across all levels of an organisation up to and including executive management.

Other requirements

- A strategic and analytical mindset.

- Dynamic thinking and problem-solving abilities.

- Ability to coach and develop managers and other staff members.

- Must be proficient in Microsoft Office applications.

- Be willing to undergo a National Police Check.

Capability Framework

NQPHN has a Capability Framework in place. This role has the following core competencies and expected levels.

Core competency	Skilled
Teamwork and team leadership	• Assumes accountability for work delegated to others (peers, team members, experts, etc.). • Works with teams with complementary skills/expertise. • Encourages people with opposing viewpoints to express their concerns. • Resolves conflict among team members sensitively and fairly. • Helps others learn from experience and development initiatives. Recommends readings, trainings, and other resources. • Continually acquires and applies new knowledge and learning to improve job performance. • Provides constructive feedback to others.
Resource management	• Allocates and controls resources within own area of responsibility/ scope of assignment. • Identifies needs for resources to effectively support current initiatives, services, and offerings. • Manages assignments' delivery processes and deadlines.
Flexibility and continuous improvement	• Seeks best practices inside and outside the Organisation to anticipate change. • Stays open-minded and encourages others to bring new perspectives. • Stays aware of the Organisational objectives and monitors current developments and trends that may affect implementation of organisational direction, programmes, or plans. • Helps others understand the strategic goals of the Organisation and how their work relates to these.
Stakeholder engagement and communications	• Writes on complex and highly specialised issues. • Conveys critical nuances and qualifiers to facilitate complete understanding of the material. • Evaluates current networks for effectiveness and relevance to achieving strategic objectives within own area. • Identifies and creates opportunities to initiate new connections that will facilitate the achievement of strategic goals within own area.

Core competency	Skilled
Quality management	• Understands quality managements systems, and their impact on organisational governance, as well as basic tenets of ISO90000. • Assists in the evaluation and monitoring of quality management systems. • Ensures staff are utilising quality management systems. • Collates and provides feedback to senior management on utility of quality management systems.
Strategic thinking and innovation	• Clearly communicates and operationalises the strategic vision. • Able to engage with the Organisation as a whole and influence strategic decisions. • Leads team's strategic thinking. • Takes a long-term, evidence-based approach to decision making, and considers all consequences before acting. • Encourages creativity and innovation through continuous improvement. • Inspires others to contribute to strategic goals.
Governance and risk	• Communicates governance requirements clearly to ensure compliance. • Seeks and applies benchmarking/best practices to improvement strategy development or application. • Has a comprehensive understanding of the legal governance surrounding the engagement with public and service users and operates effectively within such parameters. • Models risk management. • Remains familiar with and adheres to all policies and procedures, including Workplace Health and Safety. • Ensures a safe workplace.

Core competency	Skilled
Project and program management	• Develops effective project plans and cost schedules. • Applies effective project controls to deliver complex projects or get projects back on track. • Ensures full visibility of project's financial performance. • Applies best practice program management experience. • Provides expert advice and facilitation on program tracking/reporting/assurance/quality control, information management, financial accounting, risk/issue tracking, change control, and knowledge management/learning structured in ways that best meet program objectives. • Ensures appropriate program management information exchange occurs. • Takes responsibility for the work of others and allocation of resources. • Provides complete planning service utilising other resources. • Develops project strategies and optimises project execution within constraints of time and money. • Able to handle multiple projects with substantial personal autonomy.
Commissioning	• Ensures PHN activities and policy in relation to activities are in line with the Commissioning Framework. • Has responsibility for monitoring procurement and contract activities to align with the Commissioning Framework. • Promotes the principles of the Commissioning Framework. • Implements effective Commissioning activities to monitor provider, supplier, and contractor performance against the Commissioning Framework, including deliverables and outcomes. • Represents the Organisation in the resolution of complex/sensitive disputes with providers, suppliers, and contractors.

This position description contains a limited summary of the most frequently occurring tasks and responsibilities. In practice the employee can and will be entrusted with various other tasks and responsibilities that may also be of vital importance to the performance of his or her duties. The employee will properly execute these tasks and responsibilities and will not limit themselves to invoke the tasks and responsibilities exclusively summarised in this position description.