

POSITION DESCRIPTION

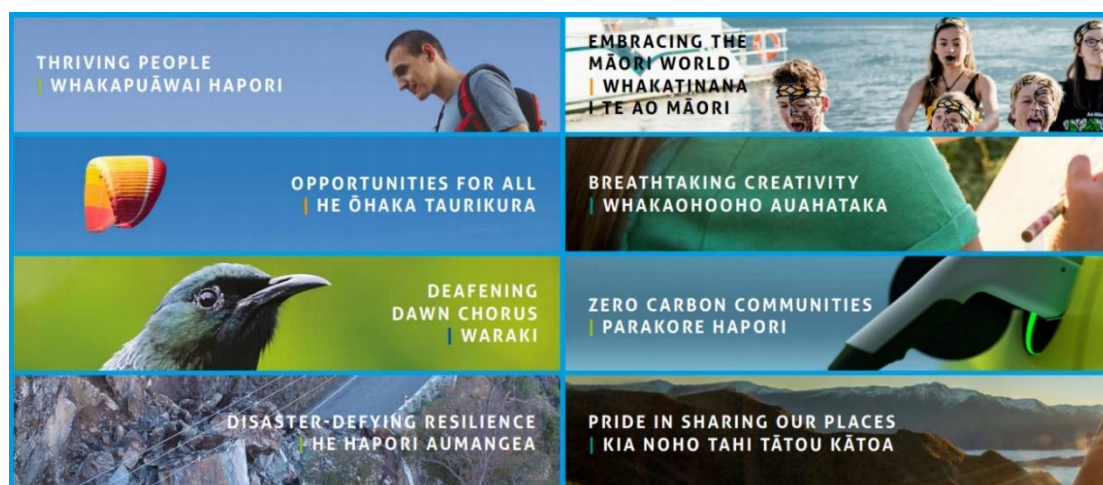
Position:	Business Improvement Specialist
Division:	Knowledge Management
Location:	Queenstown
Reports to:	Business Projects Manager
Date:	July 2022

BACKGROUND

Queenstown Lakes District Council (QLDC) is a territorial authority in Te Waipounamu South Island of Aotearoa New Zealand, with a current resident population of approximately 48,300 which is projected to increase to 61,350 by 2031¹. The Queenstown Lakes District is also a premier tourist destination making a significant contribution to the national economy. In recent years, the district has undergone significant and sustained growth in both resident population and in international and domestic visitor numbers. On a peak day in 2021, visitor numbers totalled 99,200 which is projected to reach 152,910 on a peak day in 2031². The overall growth pressures the district is experiencing has led to the 2021 -2031 Ten Year Plan setting out an ambitious programme of work, with over \$1.6 billion of capital investment to be made over the decade³.

QLDC has a central role to play in maintaining and enhancing the quality and liveability of the outstanding environment of the district. It also has a central role in development and regulation and provides high quality services and infrastructure to residents and visitors; managing the district's parks, trails, libraries and recreational facilities; enabling sustainable development through consenting services; and regulating local activities. QLDC's role in leading the recovery effort for the district in response to COVID-19, also means that the diversification of the district's economy is an increasingly important priority for our Council.

The community outcomes set out in the 2021 – 2031 Ten Year Plan are directly extracted from [Vision Beyond 2050](#), which is our community vision statement:



¹ QLDC demand projections, July 2022

² QLDC demand projections, July 2022

³ QLDC Ten Year Plan 2021 - 2031

VISION, MISSION AND VALUES

We're proud to be QLDC, and in response to the growth the district has experienced over recent years the QLDC organisation has itself experienced substantial growth. With an employed workforce of approximately 400 FTE in January 2021, and a range of partner organisations delivering services on behalf of Council, QLDC is also a significant employer in the district. The range and types of work carried out at QLDC are extensive, and complex; becoming increasingly so as the district continues to grow.

Our culture is an important part of who we are. The vision, mission and values set out below are the foundation for our organisational culture; how and why we go about things:



PURPOSE

The Business Improvement Specialist will support a number of projects and initiatives driving transformation across the organisation. Technical capabilities include process design, system implementation and data analytical skills. Attention to detail and a desire to complete projects on time are critical skills for this important role.

The Business Improvement Specialist role thinks and plans strategically about the current requirements and future development of the organisations' business systems and process needs with a focus on gaining internal efficiencies and an improved service and customer experience, while reducing costs.

KEY TASKS

Business Analysis, Project Management and Delivery:

- Deliver identified solutions from scoping to implementation including;
 - Requirement capturing - elicit, analyse, communicate and validate requirements for possible change to business systems and/or processes.
 - Design and build of systems and processes,
 - Testing of end to end systems and processes,
 - Composing comprehensive training documentation,
 - Ensuring staff competencies are achieved by delivering end user training.
- Project planning responsibilities which include managing and communicating scope definition, timelines, milestones, resources, and quality and outcome resolution.
- Provide comprehensive management reporting on key project milestones.
- Design and Build of all business intelligence requirements across the organisation to ensure compliance with organisational KPIs.
- Design and build of organisation wide business processes. Implementation of business processes, utilising interactive process designs to lead staff through the process.
- Analysing and delivering core enterprise solutions to ensure QLDC meets statutory requirements.
- Manage a portfolio of projects. Align the projects to our digital strategy and roadmap.

Relationship Management/Communication:

- Identifies key influences/stakeholders with whom consultation is required or beneficial, and effectively liaises and consults with them as appropriate.
- Interface with the technological solution provider on behalf of Council including managing consultant and business relationships.
- Build and deliver to communication plans for key project stakeholders across the entire organisation.
- Build effective partnerships and relationships based on win/win principles with internal and external parties and contacts.
- Agree portfolio project priorities with business sponsors, through regular engagement and review.
- Delivers high quality customer service and encourages others to do likewise.
- Express ideas effectively in written communication, in individual and group situations, can adjust to differing language or terminology.
- Targets presentations to the characteristics and needs of the audience and can present ideas effectively to individuals or groups, including use of visual aids where appropriate.
- Effective at disseminating new information, ideas, and processes in a non-threatening and inclusive manner.

Corporate Responsibilities

- Build commitment to QLDC's vision, values and services.
- Willingly undertake any duty required within the context of the position.
- Manage own personal health and safety and takes appropriate action to deal with workplace hazards, accidents and incidents.

- Comply with all legislative requirements.
- Adhere to QLDC's Code of Conduct.

KEY RELATIONSHIPS

Internal:

- Chief Executive
- Chief Information Officer
- Business Projects Manager
- Knowledge Management team
- Organisation Performance team
- General Managers
- QLDC staff
- Mayor and Councillors

External:

- Suppliers, Service Contractors
- Other Councils
- Consultants

ACCOUNTABILITIES AND DELEGATIONS

No financial delegations.

No staff management responsibility.

PERSON SPECIFICATION

- Tertiary Qualification, preferably in information systems or business studies, or extensive and comparable relevant experience.
- Proven practical experience in the IT industry with information systems, of at least 10 years.
- Demonstrated experience in process and system development and improvement.
- Experience in delivering successful ERP projects. E.g. Asset Management, Supply Chain & Financial information systems.
- A balanced and informed approach to problem solving, particularly in situations involving change, stress, and conflict.
- Demonstrated planning and organisational skills with an excellent eye for detail. Ability to effectively multitask.
- Proven ability to establish and maintain effective relationships with customers and gain their trust and respect.
- Demonstrated ability to take on responsibility and use initiative to prioritise work effectively under pressure and to tight deadlines.

- The ability to think strategically about the future development of the organisation and the ability to generate objectives consistent with such development.
- Technical expertise in all of QLDC's business systems.
- Advanced technical expertise in Technology One including the ability to design, build, report, train and deliver ongoing maintenance and troubleshooting.
- Highly motivated, achievement-oriented, and innovative professional.
- Excellent interpersonal skills. Relates well to all kinds of people.
- Conveys a professional and positive image, with a courteous and efficient manner.
- Effective training and document writing skills.

COMPETENCIES

Core competencies for all employees of QLDC:

Integrity	<ul style="list-style-type: none"> ▶ Represents QLDC in an honest, ethical and professional way, supporting a culture of integrity and professionalism ▶ Acts on QLDC's vision, mission and values even when it is uncomfortable or difficult to do so ▶ Follows through on agreements; can be relied on to complete tasks and meet commitments ▶ Champions safety and wellbeing by role modelling safe and healthy work practices
Delivering Quality Results	<ul style="list-style-type: none"> ▶ Emphasises progress over perfection, taking action and initiative to resolve issues within established process and procedure ▶ Identifies key tasks needed to achieve objectives, establishing timelines and milestones to reach future state ▶ Shows commitment to completing work activities effectively ▶ Has a can do, will do attitude – taking on new challenges, making the most of every opportunity
Adaptability	<ul style="list-style-type: none"> ▶ Adjusts your plan and approach as the situation changes to deliver the best outcome ▶ Adapts pace of work to meet organisational demands ▶ Is open to new ideas and is willing to try new ways of doing things ▶ Aware of your impact on others and adjusts approach accordingly
Customer Focus	<ul style="list-style-type: none"> ▶ Is dedicated to meeting the expectations and requirements of internal and external customers ▶ Ensures actions, processes and decisions deliver sustainable customer satisfaction and support QLDC's interests ▶ Communicates effectively with customers and stakeholders to identify their needs and requirements ▶ Knows and understands the customer's position and looks for opportunities to add value and create a great customer experience
Managing Relationships	<ul style="list-style-type: none"> ▶ Establishes and maintains effective relationships with stakeholders and gains their trust and respect ▶ Listens carefully with an open mind and is receptive to others' ideas ▶ Is aware of and responsive to cultural differences when engaging with people and groups ▶ Ensures actions, processes and decisions deliver sustainable relationships and support QLDC's interests

Valuing Diversity	<ul style="list-style-type: none"> ▶ Displays an open-minded, non-judgmental attitude towards others ▶ Continues to listen and attend to others when they are being unclear or 'difficult' ▶ Actively seeks input from others who may have different perspectives and views ▶ Role models respect and sensitivity to diversity and difference to ensure an inclusive team environment
Organisational Awareness	<ul style="list-style-type: none"> ▶ Applies an understanding of QLDC's culture and values to their activities ▶ Knows how QLDC works – both the formal and informal channels to use 'to get things done' ▶ Adapts quickly to change and uncertainty, approaching change positively and as an opportunity for learning and growth

Competencies specific to the role:

Problem Solving	<ul style="list-style-type: none"> ▶ Identifies potential problems, barriers, and risks and takes action to resolve them ▶ Seeks input and the perspectives of others to support efficient and effective problem solving ▶ Exercises judgement and makes good decisions ▶ Tries different approaches to overcome current obstacles and persists with efforts until an effective solution is found
Resilience	<ul style="list-style-type: none"> ▶ Demonstrates resilience by remaining composed and persevering through difficult or stressful situations ▶ Role models patience and tolerance when dealing with inconveniences and difficulties ▶ Recovers quickly from setbacks and adverse events ▶ Takes personal responsibility for decisions, actions, and mistakes
Influencing and Negotiating	<ul style="list-style-type: none"> ▶ Considers how you will influence over time and adopts a number of deliberate strategies to influence and communicate with others ▶ Achieves effective solutions and outcomes within challenging relationships, or when dealing with ambiguous and conflicting positions ▶ Picks up on people's social cues and reactions, and adjusts your approach accordingly ▶ Encourages others to talk, share and debate ideas to achieve consensus
Collaborating	<ul style="list-style-type: none"> ▶ Accepts and supports team decisions, is a 'good team player', do your share of the work ▶ Willingly shares information, knowledge and experiences with others ▶ Seeks out and works with others, regardless of team, function, business unit, geography, professional boundaries ▶ Fosters open dialogue and feedback
Commercial Awareness	<ul style="list-style-type: none"> ▶ Ensures that day-to-day activities are aligned with and meet QLDC's longer term business objectives

	<ul style="list-style-type: none"> ▶ Utilises networks and market information to gather multiple perspectives and insights into customer needs and perceptions
Change and innovation	<ul style="list-style-type: none"> ▶ Drives continuous improvement and identifies opportunities to enhance processes and practices
Strategic Agility	<ul style="list-style-type: none"> ▶ Engages in critical questioning, looking for underlying causes and seeks to address those rather than make a "quick fix" ▶ Uses an in-depth understanding of local business and cultural practices to complete negotiations, resolve problems, and / or create business / community opportunities ▶ Uses analytical techniques to identify several solutions and weighs the value of each ▶ Anticipates and assesses the impact of changes to work-plans and initiatives such as changing political / economic conditions and responds appropriately