Job Description

Kaiārahi Whanake Pakihi

Business Improvement Lead

Mahi Tahi
We are one team, stronger together as we work with and for our community to deliver outcomes that matter.

#arohatōmahi
We love our work and know that our work matters. That is why we do what we say we will do and apply energy and enthusiasm across our mahi.

Manaakitanga
We put our people first by showing them that they matter, through a focus on whānau's needs and aspirations.

Tiakitanga
We proudly and professionally contribute every day to the care of our community and whenua with courage, positivity and mana – leaving a legacy which future generations will embrace.

Details

JOB TITLE	Business Improvement Lead
REPORTS TO	Group Manager
GROUP	Capability and Transformation
DIRECT REPORTS	One
FINANACIAL DELEGATIONS	Nil
WARRANTS REQUIRED	Nil
GRADE	18

Purpose

The purpose of the Business Improvement Lead is to enable and embed a culture of continuous improvement across the business to enhance overall efficiency and streamline how we work. This role will collaborate across all functions to facilitate connectedness and kotahitanga across the wider organisation. All actions are driving our customer-first culture, ensuring that we are delivering in a simpler and easier way to serve and support our community.

Our targets are challenging and cannot be achieved by the HDC alone. They require us to work in a way that makes the most of our size and scope and takes advantage of our strengths. As a result, this role needs to apply co-design, collective impact and other continuous improvement approaches to explore novel and potentially radically different solutions to some of the complex challenges for Local Government. They will support the development of the case for change for the implementation of those solutions; using the appropriate frameworks, mechanisms and tools to ensure successful delivery is supported.

Key Responsibility and Expected Outcomes

Continuous Improvement, and Transformation

- Acting as an improvement process expert, guide teams through cross-functional collaboration and work proactively with idea owners to accelerate implementation and deliver tangible results with impactful change.
- Champion and facilitate continuous improvement across the business, managing improvement initiatives in collaboration with key stakeholders to build support, remove barriers, and ensure successful implementation.
- Identify opportunities to improve services, processes, or systems based on customer insights, data trends, and operational feedback, providing regular reports to inform decision-making and drive continuous improvement.
- Facilitate effective problem solving, applying advanced communication skills to translate complex issues into accessible formats for kaimahi at all levels to engage in.

Improvement Delivery and Governance

- Lead complex improvement initiatives and influence stakeholders at all levels to define, design, and implement meaningful change that results in better experiences for customers (through governance frameworks) and improved organisational performance.
- Oversee improvement initiatives from concept through to implementation, ensuring clear scope, milestones, and measurable outcomes are established and tracked.
- Ensure appropriate internal evaluation practices are being used, including capturing case studies, lessons learned, and insights to inform future improvement initiatives.

Relationship and Capability Building

- Develop partnerships with others to support collaborative engagement, learning, and organisational capability building though sharing their skills and knowledge in practice.
- Build constructive, collaborative relationships with a wide variety of stakeholders who will play a part in identifying and potentially delivering solutions.
- Work across all functions to facilitate connectedness and Mahi Tahi across the wider organisation.

Customer-Centred Design

- Engage across the organisation to proactively identify opportunities for process optimisation, ensuring we are simpler, easier, smarter, and faster to do business with while delivering measurable and lasting impact.
- Take the lead engaging with internal customer groups and stakeholders through collaboration and innovation projects, fostering idea generation, empathy, prototyping, and experimentation with a strong customer focus.
- Ensure improvement initiatives consider how we can be easier to do business with for our customers and community.

Council Contribution

- Actively and positively engage and contribute to team initiatives, and collaborative environment with the ability to work across various stakeholders and leadership cohorts and perform all reasonable duties as needed.
- Promote a positive workplace culture and participating in Emergency Management activities.

Health Safety & Wellbeing

- Promote a strong health and safety culture by proactively modelling our values and hold self and others to account to Consistently follow all health and safety policies and legislative requirements.

CAPABILITY & COMPETENCIES REQUIRED

SKILLS, KNOWLEDGE & EXPERIENCE	• Demonstrated experience in leading and facilitating continuous improvement initiatives and a track record of achieving outcomes and impactful change. • Can translate 'blue sky thinking into practical' action in the everyday - a can do attitude. • Knowledge of continuous improvement methodologies and exceptional analytical and problem-solving skills. • Curious and agile, with proven ability to listen, adjust and change as organisation and customer needs change. • A customer-focused mindset and commitment to improving service experiences, and ability to interpret customer and operational feedback and insights. • Excellent communication and interpersonal skills, with the ability to influence across all levels of the organisation. • Self-motivated and proactive, including when operating to tight timeframes and managing multiple priorities. • Familiarity with local government or complex public sector environments preferred. • A relevant degree in business, operations or equivalent experience would be advantageous.

Drives Community Outcomes

Delivers impactful outcomes for the community by providing exceptional service, fostering meaningful Iwi relationships, integrating Te Reo Māori and tikanga, and continuously improving efficiency within the Horowhenua District Council landscape.

Delivery Focused

Delivers high-quality work with integrity, accountability, and efficiency, following through on commitments, engaging with Iwi where appropriate, and using digital tools effectively to achieve meaningful community outcomes.

Mana Enhancing

Builds trust by placing people at the heart of decisions, embracing diverse cultures, upholding high standards of professionalism, nurturing personal growth and self-care, and protecting the mana and integrity of relationships.

Connected

Builds strong, trust-based relationships across teams and the community through clear communication, collaboration, and cultural engagement, creating a connected and inclusive environment that drives better outcomes.

Resilient and Adaptable

Adapts to change with curiosity and resilience, maintaining focus under pressure, seeking diverse perspectives, and persevering to deliver the best outcomes for the community.

Alignment with our community outcomes

Partnership with Tangata Whenua	We uphold Te Tiriti o Waitangi and its principles and recognise the role of Mana Whenua as kaitiaki of their rohe. We support them to maintain and enhance tikanga with their ancestral lands and waterways, wāhi tapu and other taonga, and build mutually respectful partnerships with tangata whenua, supporting whanau, marae, hapū and iwi in achieving their aspirations.
Outstanding Environment	We contribute to improving our natural environment for current and future generations to enjoy, and protect the important natural features in our district. We ensure our built environment supports the wellbeing of our people and manage competing pressures on resources sustainably.
Fit for purpose Infrastructure	We provide efficient, reliable and affordable infrastructure, developing and maintaining facilities and infrastructure to meet the needs of current and future generations. Our community facilities and infrastructure are resilient, helping us to respond to climate change and natural hazards, working with partners to develop infrastructure that enables growth.
Vibrant Economy	We are business friendly, supporting diversity and resilience in our local economy and work with others to make our economy grow. We aspire for economic security for all of our people and seize growth opportunities for our district.
Strong Communities	We value the diversity of our people, and how our district's heritage shapes our community's sense of identity and pride. We provide infrastructure, services, facilities and places to build resilient and connected communities where people of all ages and backgrounds feel included and safe. We are building collaborative relationships with service providers to enable all people to live positive and healthy lifestyles, encouraging our people to participate in local decision making.