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|   | Process Improvement Lead |
| Work level: | 4 |
| Group/team: | Business Solutions, Technical and Solutions Delivery  |
| Reporting to:  | Project and Process Delivery Manager |
| Direct reports: | Nil |
| Employment type: | Fixed term, 24 months  |
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| Vision, mission and values |
| Beyond Blue*’s* vision is that all people in Australia achieve their best possible mental health. Our mission is to promote good mental health. We create change to protect everyone’s mental health and improve the lives of individuals, families and communities affected by anxiety, depression and suicide.All employees are expected to act in accordance with Beyond Blue*'s* values, which are **Collaboration, Respect, Enthusiasm, Excellence, Innovation and Integrity.** |
| Position purpose |
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| To support Beyond Blue in identifying and implementing process improvement opportunities to enable optimal services to be delivered. The Process Improvement Lead is the driving force for managing improvement initiatives to deliver overall benefits to the business and our communities. The role of the Process Improvement Lead will be to use their demonstrated change management experience, Lean Six Sigma (or similar) and project management methodologies to influence and implement such changes across a variety of processes. The Process Improvement Lead will be required to champion and deploy business and process improvement methodologies and toolsets to build capability through knowledge-sharing and coaching |

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| Accountabilities |
| * Lead process improvement initiatives to deliver efficiency and effectiveness benefits for the business and our communities
* Present findings and recommendations to stakeholders and decision makers with confidence
* Challenge stakeholders to maximise opportunities from process improvement initiatives
* Develop and promote a continuous improvement culture across the business
* Champion the need and benefit by utilising a structured approach to process improvement
* Identify process improvement opportunities and manage improvement requests from the business
* Coach and support the business in the use of process improvement methodologies and tools
* Document and monitor business processes, metrics and standard operating procedures as a result of improvement initiatives
* Deliver process improvement and implementation training and coaching to staff when required
* Provide a high level of customer service to internal and external stakeholders
* Identify, train and maintain a community of practice for Process Improvement
* Enable, inspire and drive local Process improvements with methods such as PDAC which local teams can run with within guardrail
* Promote workplace safety, equity and diversity in the workplace and act in accordance with Beyond Blues’ values and behaviours
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| Selection Criteria |
| Education/Qualifications |
| * Bachelor’s degree in business or another related field.
* Lean six sigma black belt (or equivalent)
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| Knowledge/skills/experience |
| * Minimum of 3 years of work experience in managing general business improvement project initiatives via Agile & Lean approaches, including people, process and technology implementations, with a proven track record of successful outcomes.
* Demonstrated experience using leading change methodologies and processes (e.g. Lean/Six Sigma, PMP, ISO, TQM, Prince 2 or similar). Candidates without formal change methodology training, but with significant and demonstrated results in change management are encouraged to apply
* Proven leadership experience across multifunctional projects and business units
* High level of computer literacy and experience of tools such as Visio for documenting business processes
* It is desired that the successful applicant will hold a formal Business Improvement, Project Management, of Business methodology accreditation e.g. Lean/Six Sigma MBB/Black/Green Belt etc.
* Proven ability to manage complex and large, improvement initiatives
* Knowledge of and experience with project management methodologies and tools including hybrid, Waterfall and Agile approaches
* Demonstrated ability to prepare a variety of documentation types to a high standard including briefing notes, correspondence and reports with a high level of attention to detail, and the ability to conceptually analyse and synthesise information
* Exceptional communication and stakeholder management skills including ability to proactively resolve conflict or issues. This includes internal and external stakeholder needs assessment, facilitation, meeting quality standards for services, evaluation of stakeholder satisfaction, and the ability to build and maintain working relationships
* Experience in process top models and working with and supporting E2E process owners
* Must be highly organised and capable of organising activities, managing competing priorities, managing to a budget and remaining calm under pressure
* Excellent written and verbal skills with experience writing reports for Board and Audit Committees
* Flexible, can do attitude – must be flexible, easy going with a proactive "can do" attitude

**Desirable*** Experience in a similar industry sector – i.e. NFP, public sector, etc
* Prior experience with process design, documentation and analysis
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| Team structure and relationships  |
| **Team structure** * The position reports to the Project and Process Delivery Manager as their organisational line manager for project and other task assignments and manages project resources as required.
* The Business Solutions Group includes Commercial, Finance and Risk, People and Culture, Information Technology/Business Improvement, and Company Secretariat.

**Internal*** Project and Process Delivery Manager Executive Sponsors
* Process Owners
* Business Improvement Project Managers, Business Analysts and Change Manager
* Internal business representatives, specialist teams
* Executive Team/Managers/Team Leaders/Program Leaders

**External*** Relevant Contractors, Consultants and Services Providers.
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| Extent of authority |
| * As per the Delegations of Authority Policy.
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| Health, safety and wellbeing  |
| Beyond Blue is committed to ensuring the physical and psychological health and safety of all employees, contractors and other people involved in our business activities. Our people are expected to comply with our Health, Safety and Wellbeing Policy. |