

Position/s Description

Business Improvement Specialist (POSXXXX)

Directorate Department	Planning and Design Development Assessments
Reports to	Manager Development Assessments
Number of Direct Reports	NIL
Position Grade	Grade 15
Employment Type	Temporary Full-time
Primary Location	50 Scott Street
Date Approved	2026

Our Culture

We believe in the future of Liverpool.

We're a connected team with a shared purpose, determined to get the best results on the things that matter most for our community and people. We live our culture with a mindset of "A better way – every day."

WORKING
TOGETHER



COMMUNITY
FOCUS



ACCOUNTABILITY



GROWTH &
DEVELOPMENT



INNOVATION



Intent and Primary Purpose of the Position/s

The position is responsible for leading the knowledge capture workstream of the Development Assessment Improvement Program (DAIP), driving the design, documentation and implementation of consistent, best-practice development assessment processes across the organisation.

The role will facilitate the co-creation and embedding of standardised procedures, governance frameworks, performance controls and continuous improvement practices to improve the quality, consistency and efficiency of development assessment services. Working collaboratively with internal stakeholders, the position will support the delivery of organisational reform by capturing critical operational knowledge, identifying improvement opportunities, and ensuring sustainable business practices are embedded across Development Assessment teams.

The role is integral to the successful delivery of the DAIP and will contribute to the implementation of mitigation measures and corrective actions identified in the NSW Department of Planning, Housing and Infrastructure Expert Planner Final Report

(2026), ensuring outcomes are aligned with legislative requirements, organisational objectives and contemporary best practice.

Position Outcomes and Accountabilities	
Outcomes Delivered	Performance Standard
Process redesign and documentation	Standardised, end-to-end Development Assessment process maps co-created with SMEs, stakeholders and embedded within team operations to ensure consistency, and support efficient application processing.
KPI framework alignment	Implement clear, agreed methodology for calculating, monitoring and reporting Development Assessment performance metrics consistent with DPHI metrics and the Ministers Statement of Expectations.
Operational knowledge management	Design, lead, and develop a user-friendly, accessible repository of Development Assessment policies, procedures and guidance materials. Train the Planning & Design Business Improvement Team and SMEs to maintain and keep the repository up-to-date.
Staff capability uplift	Structured training and coaching of Development Assessment staff in continuous improvement practices enabling ongoing internal capability to independently identify, implement and maintain improvement initiatives..
Mitigation Measures closure	Closure or material progress on minimum of 32 of 35 Mitigation Measures across 10 Corrective Actions identified by DPHI. Progress is actively monitored, documented, and reported to demonstrate compliance with DPHI requirements and ongoing risk mitigation.
Benefits realisation	Meeting the Ministers Statement of Expectations (July 2026) in lodgment and assessment processing times, with progress evidenced against DPHI KPI targets tracked and reported.

Decision Making Authority and Responsibilities	
Decision Making	Decisions with delegated authority as granted by CEO.
WHS Responsibilities	- Promote a safe and healthy work environment by complying with all relevant WHS legislation, policies, and procedures. - Take reasonable care for their own health and safety and that of others in the workplace. - Report hazards, incidents, and unsafe practices in a timely manner. - Follow safe work practices and instructions to maintain a safe workplace.
Financial Delegation	As per relevant delegation schedules.

Key Relationships	
Who	Why
Chief Executive Officer	- DA KPIs are a key metric in Liverpool City Council's organisational performance framework. - Provide independent assurance that the Knowledge Capture workstream of the DAIP will satisfactorily close out DPHI's identified corrective actions through the establishment of a singular service delivery methodology and deliver the necessary framework and knowledge base to drive sustainable performance uplift, efficiency and customer centricity – in alignment with our LIV2050 vision.
Director Planning & Design	Executive Owner for the DAIP
Manager Development Assessment	- Reporting manager for this role - Senior Leader Ownership for the DAIP - Reviewer and approver of key deliverables: optimised and standardised processes, procedures, program timelines, capability uplift, KPIs, systems documentation and benefits.
DA Team	Key stakeholders in the co-creation and development of as-is and to-be process maps, procedures, guidelines and process-level KPIs.
Office of the CEO	- Strategic program direction and rolled up workstream progress reporting - Delivery alignment, prioritisation and benefits reporting. - Supporting Liverpool City Council's interface and program reporting with

	DPHI on progress with the Corrective Actions, ensuring consistency and continuity leading into any follow up reviews and audits.
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Position Requirements

Qualifications, Knowledge, Skills and Experience

Essential:

- Qualification in Business/Business Administration, Management, or other relevant qualifications or demonstrated experience.
- Business Process Management proficiency tools (such as Holocentric, ARIS, IBM Blueworks, or Prime BPM)
- Project Management qualification (e.g. PRINCE2) or relevant experience
- Change Management certification (e.g. Prosci ADKAR) or relevant experience
- Performance Monitoring, Dashboarding and Benefits Realisation capability
- Demonstrated knowledge of complex assessment functions, synthesising large volumes of data, multi-stakeholder feedback, in a highly regulated environment (including regulatory reporting expectations)
- Proven experience in analysing and redesigning end-to-end operational processes
- Strong analytical skills with the ability to interpret data and drive evidence-based improvements
- Demonstrated experience managing improvement projects or transformation initiatives, including planning, implementation, and benefits realisation
- Understanding of governance, risk, and compliance frameworks within a public sector or regulated environment
- Demonstrated ability to develop and maintain policies, procedures, and knowledge repositories
- Experience delivering training and/or coaching,
- Excellent communication, stakeholder engagement, and leadership skills, with the ability to influence and coordinate across multiple teams and levels of the organisation.
- High level of digital literacy, including the ability to use and implement business systems, reporting tools, and

	document management platforms.
Desirable (if applicable):	• Significant experience within large, regulated, and complex organisations • Extensive experience in end-to-end design, development and improvement of business processes • Demonstrated experience in managing change resistance and applying change management techniques in practice • Proven ability to influence without authority and build consensus across SMEs with differing views • Demonstrated ability to deliver against agreed milestones in environments requiring constant re-prioritisation in response to emerging issues • Lean Six Sigma/ Six Sigma Black Belt certification

Signature

By signing below, I understand the contents and expectations of this position description.

Name	Signature	Date

Capabilities for the position

The capability framework outlines the capabilities needed by everyone to work well and be effective in their position. They are expressed as behaviours to provide clarity and a common language to describing the skills and abilities to perform a position at Council.

Core Capabilities <i>Applicable to all positions</i>	Description
Developing Self	Seeks growth opportunities, embraces feedback, and enhances skills and knowledge.
Being Accountable	Takes ownership of actions, delivers on commitments, and ensures transparency and responsibility.
Acting with Integrity	Behaves ethically, upholds values, and acts in the best interest of the organisation and community.
Communicating Effectively	Expresses ideas clearly, listens actively, and tailors communication to the audience's needs.
Working Collaboratively	Works well with others, builds teamwork, and fosters a supportive environment.
Having Resilience	Bounces back from adversity, maintains positivity, and performs effectively under pressure.
Focus Capabilities <i>Most important to be effective in position</i>	Description
Commercial Nous/Acumen	The ability to apply business insight, strategic thinking, and practical solutions for competitive advantage.
Using Data for Decision Making	Collects, analyses, and interprets data to ensure evidence-based, accurate, and effective decision-making.
Influencing and Negotiating	Communicates persuasively, uses negotiation skills, builds consensus, and resolves conflicts constructively.
Thinking Innovatively and Creatively	Encourages new ideas, fosters innovation, and seeks opportunities for creative problem-solving and improvement.
Building Relationships	Establishes positive relationships, builds trust, and fosters partnerships to achieve common goals.
Delivering Outcomes	Sets ambitious goals, measures progress and adapts strategies to ensure effective achievement of objectives.
Focusing on the Community	Provides high-quality service, seeks feedback, and anticipates community needs.
Using Technology and Building Digital Literacy	Adopts technology, enhances productivity, stays updated on advancements, and promotes digital literacy.
People Management Capabilities <i>Required for leadership positions</i>	Description
Inspiring Direction and Purpose	Provides clear vision, motivates others, aligns team efforts with objectives, encourages and empowers achievement.
Managing People	Guides team members, provides feedback, recognises efforts, develops talent, and fosters an inclusive culture.
Managing Reform and Change	Drives organisational change, aligns with goals, engages stakeholders, monitors progress, and adjusts strategies.
Optimising Outcomes	Analyses processes, identifies improvements, implements strategies for efficiency, and uses data for informed decisions.
Practising Sustainability	Implements sustainable practices, balances economic, social, environmental factors, and advocates long-term sustainability goals.
Valuing Diversity and Inclusion	Promotes an inclusive environment, respects diverse perspectives, and advocates for equity and inclusion.