

Position/s Description

Enterprise Optimisation Officer (POSXXXX)

Directorate Department	Office of the CEO
Reports to	Head of Enterprise Optimisation
Number of Direct Reports	Nil
Position Grade	Grade 13 35 hours per week
Employment Type	Permanent Full-time
Primary Location	Civic Place
Date Approved	June 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 Enterprise Optimisation Officer plays a key role in supporting the delivery of Council's enterprise optimisation, transformation and continuous improvement agenda. Working closely with the Head of Enterprise Optimisation, the role contributes to projects that improve organisational performance, customer experience, financial sustainability, governance and service delivery across Council.

The position provides project management, business analysis, performance reporting and stakeholder engagement support across a diverse portfolio of strategic initiatives. The role requires someone who is equally comfortable analysing data, coordinating projects, facilitating workshops, preparing executive presentations and working collaboratively with stakeholders across all levels of the organisation.

Success in this role requires curiosity, adaptability and a continuous improvement mindset. The Enterprise Optimisation Officer is expected to identify opportunities, solve problems using evidence and data, communicate effectively with stakeholders and contribute to the successful delivery of enterprise-wide change..

Position Outcomes and Accountabilities	
Outcomes Delivered	Performance Standard
Data Analytics and Business Intelligence	Develops and maintains reports, dashboards and insights using Power BI, Excel and other analytical tools to support evidence-based decision making across Council.
Support Enterprise Optimisation Programs	Supports the identification, prioritisation and delivery of enterprise optimisation initiatives that improve operational efficiency, customer outcomes, governance and organisational performance.
Project Management and Coordination	Coordinates multiple business improvement and transformation projects simultaneously, maintaining project plans, schedules, risks, issues, actions, dependencies and reporting using project management methodologies and tools such as Microsoft Project.
Business Analysis and Process Improvement	Assists with analysing business processes, facilitating workshops, documenting current and future state processes, identifying improvement opportunities and developing practical recommendations.
Executive Reporting and Presentations	Produces high quality reports, briefing papers and visually engaging executive presentations that clearly communicate findings, recommendations and project progress.
Stakeholder Engagement	Applies developing knowledge of industry, market and environmental factors to support analysis and contribute to practical insights under guidance.
Governance and Continuous Improvement	Supports governance activities including project documentation, decision logs, risks, actions, lessons learned and benefits realisation to ensure sustainable improvements.

Team Contribution	Demonstrates flexibility by contributing wherever required across the Enterprise Optimisation function, supporting emerging priorities and organisational initiatives.
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Decision Making Authority and Responsibilities

Decision Making	• Coordinate multiple optimisation projects and competing priorities. • Recommend improvements to business processes, governance and service delivery. • Analyse organisational data, develop dashboards and insights to support decision making. • Prepare high quality reports and recommendations for senior leaders. • Determine appropriate project management approaches within approved methodologies. • Escalate strategic risks, resource constraints and issues requiring executive decision.
WHS Responsibilities	• Take reasonable care for own health and safety and that of others who may be affected by work activities. • Comply with Council's WHS policies, procedures, safe work practices and lawful directions. • Identify, report and assist to manage hazards, incidents, injuries and risks in a timely manner. • Participate in WHS consultation, training and continuous improvement activities and support a safe working environment.
Enterprise Risk Management Responsibilities	• Identify and report risks associated with their work activities in accordance with Council policies and procedures. • Comply with risk management processes to support a safe workplace.
Financial Delegation	• As per relevant delegation schedules.

Key Relationships

Who	Why
Head of Enterprise Optimisation	• Provides strategic direction and regular work planning, supporting each other to ensure business optimisation initiatives are successful. • Support enterprise initiatives through reporting, presentations and project updates.
Strategic Portfolio	• Collaborate across the Strategic Portfolio to ensure cohesion of projects. • Facilitate workshops, gather requirements and coordinate improvement initiatives.

Managers	• Collaborate and consult with internal SMEs and business owners on optimisation programs that require their co-operation and buy-in
Subject Matter Experts	• Capture business knowledge and support process redesign.
Corporate Services	• Collaborate on system improvements, reporting and digital solutions. • Support enterprise-wide optimisation initiatives.
External Government and Private Sector Agencies	• Build relationships with external state government agencies and private sector organisations to leverage the potential advantages for optimisation programs

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Position Requirements

Qualifications, Knowledge, Skills and Experience

Essential:

Qualifications

- Degree qualification in Business, Commerce, Accounting or equivalent demonstrated experience.

Data & Analytics

- Advanced Microsoft Excel skills including data analysis, Pivot Tables and reporting.
- Demonstrated experience developing reports and interactive dashboards using Microsoft Power BI.
- Ability to interpret complex datasets and communicate insights to non-technical stakeholders.

Business Improvement

- Demonstrated experience supporting business improvement, organisational transformation or operational excellence initiatives.

Project Management

- Demonstrated experience coordinating or supporting multiple projects using structured project management methodologies.
- Experience using Microsoft Project (or equivalent project management software) to develop and maintain project schedules.
- Ability to manage competing priorities while maintaining high attention to detail.

Communication

- Excellent written communication skills with demonstrated ability to prepare executive-quality reports, briefing papers and visually engaging PowerPoint presentations.

Stakeholder Engagement

- Demonstrated ability to build trusted working relationships across multiple business units and influence stakeholders without direct authority.

Problem Solving

- Strong analytical, critical thinking and problem-solving skills with the ability to identify practical solutions to organisational challenges.

Technology

Demonstrated proficiency in:

- Microsoft Excel

	• Microsoft Power BI • Microsoft PowerPoint • Microsoft Project • Microsoft Word Experience with Visio, SharePoint or business process mapping software would be highly regarded.	
Highly Desirable:	• Lean, Six Sigma or Continuous Improvement exposure. • Prince2, Agile or PMBOK project management knowledge. • Experience within Local Government or the public sector. • Experience facilitating workshops. • Experience with business process mapping (Visio, Blueworks, Holocentric, ARIS or similar). • Experience developing KPIs and performance dashboards. • Understanding of organisational change management principles.	
Personal Attributes	The successful candidate will demonstrate: • A growth mindset and genuine curiosity. • High levels of organisation and attention to detail. • Humility and willingness to assist wherever required. • Strong personal accountability. • A proactive approach to solving problems. • Ability to work independently while contributing positively to a team. • Resilience when managing multiple priorities. • Commitment to continuous learning and improvement.	
Signature		
<i>By signing below, I understand the contents and expectations of this position description.</i>		
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 describe 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.