

POSITION DESCRIPTION



COMMUNITY HOUSING LTD
GROUP OF COMPANIES

BUSINESS IMPROVEMENT OFFICER

Location: TBA

Reports to: Business Improvement Manager

Supervises: N/A

CHL Capability Band: #2

Primary Purpose:	The Business Improvement Officer works to ensure best quality outcomes for our customers by building and resourcing a continuous improvement framework.
Context:	This is an important role contributing to CHL's vision of a world without housing poverty and is a role model for CHL's values, vision and goals. Staff working at this level are expected to manage work practices for the health and wellbeing of staff and promote and adopt a balanced and positive approach to work.
Work Health & Safety	Ensure all tasks and activities associated to the role's operations comply with WHS legislation, relevant State jurisdiction and CHL health and safety policies, procedures, and directions
Responsibilities:	<p>To support the Business Improvement team to achieve a continuous improvement cycle for CHL by:</p> <ol style="list-style-type: none"> 1. Engaging with other business units to review and improve service delivery, including supporting best practice implementation, developing process and strategies, and, developing and refining quality monitoring, measurement and reporting requirements 2. Working towards ensuring a consistent, comprehensive approach to quality assurance and control across all operations 3. Utilising exceptional document management and project support skills 4. Assisting in the refinement and implementation of a quality framework and management plans 5. Assist in the facilitation of workshop sessions with teams across the organisation to identify root-cause issues, collaboratively problem-solve and explore opportunities for improvement 6. Fostering a continuous improvement culture across CHL 7. Ensuring quality and business improvements are aligned with the strategic direction of CHL 8. Contributing to the improvement of quality service delivery through the development of Customer Service Standards and leading practice policy, procedures and protocols 9. Supporting quality management of compliance in complaints, feedback and appeals 10. Providing additional appropriate support to wider team and organisation
Technical Skills, Experience & Qualifications:	<ul style="list-style-type: none"> • Document Management, Project Management, Policy, Quality Audit, or related qualification and/or minimum 2 years' experience in a similar role • High level user skills in MS Office programs and Visio • Experienced minute/note taker • Commitment to the right of every person to suitable housing that provides stability to build their life. • Understanding of the community and/or public housing sectors • Satisfactory Policy Check
Key Capabilities:	<p>Client Focus - Demonstrates detailed knowledge of client issues and ensures service delivery responds to client needs.</p> <p>Resilience – Achieves work objectives, even in difficult circumstances whilst remaining positive and calm</p> <p>Quality - Contributes to enhancement of quality practices and ensures that own work meets quality requirements.</p> <p>Project Management - Readily applies project management methodology to basic or routine projects to achieve stated objectives and/or outcomes.</p> <p>Continuous Improvement - Assists and guide others to address emerging challenges and strategies and risks, and generates support for change initiatives and a continuous improvement environment</p> <p>Gathers information - Draws on information from multiple sources to inform work practices.</p> <p>Teamwork - Offers constructive feedback and provides balanced and informed perspectives at team meetings.</p> <p>Proactive - Creates opportunities and minimizes potential problems by anticipating and preparing in advance.</p> <p>Communication - Confidently presents messages in a clear, concise and articulate manner using the most appropriate medium.</p> <p>Professionalism & Accountability - Takes responsibility for own work tasks, utilizes the specialist expertise of others within CHL and contributes own expertise to achieve outcomes for the business unit.</p> <p>Probity - Acts and at all times encourages others to operate within the boundaries of CHL processes, policies, and legal constraints.</p>