

BUSINESS IMPROVEMENT LEAD

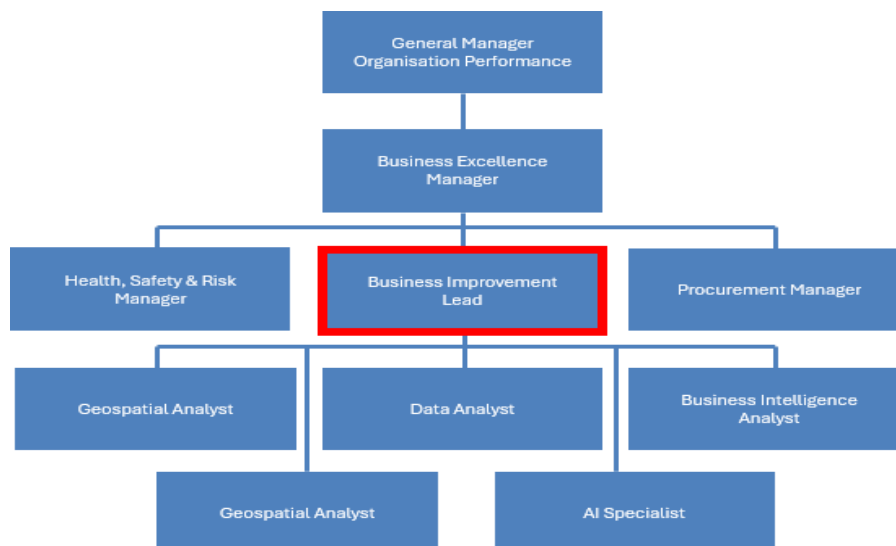
KAIĀRAHI PAKIHI WHAKAWHANAKE

POSITION DESCRIPTION

POSITION INFORMATION

Group	Organisation Performance
Team	Business Excellence
Reports to	Business Excellence Manager
Direct Reports	5
Primary Location	He Whare, 67 Horomatangi Street and mobile between various Council Offices and around the district to fulfil key tasks.

TEAM STRUCTURE



POSITION PURPOSE

The Business Improvement Lead leads the strategic delivery of data management and insights, geospatial services, and organisational improvement initiatives.

The role is responsible for maturing Council's data environment to support evidence-based decision-making and the ethical adoption of AI. A core focus is driving organisational excellence by overseeing the implementation of audit recommendations and leading the reporting of non-financial performance measures

to the Executive Team and Risk and Assurance Committee. The Manager ensures the team operates as a cohesive, high-performing unit that translates complex data into strategic organisational value.

KEY RESPONSIBILITIES

Responsibility	Key Functions/outcome
Strategic Leadership, Innovation, & Delivery	- Lead the Business Improvement team to deliver enterprise-wide insights and improvements, ensuring Council maximises efficiency opportunities offered by evolving technology landscape. - Lead the planning, prioritisation and delivery of projects and initiatives within the team's portfolio. - Lead the development and implementation of Council's data strategy to ensure organisational data assets support evidence-based decision-making, AI initiatives and service efficiencies. - Oversee enterprise data governance frameworks, standards, ownership models and data quality practices to maximise trust, consistency and value from Council data. - Oversee the planning and the development of AI and data improvement capabilities, implementation and adoption of processes, tools and frameworks across TDC
Assurance	- Establish and oversee organisation-wide internal assurance, including internal audit programmes and external assurance activity. - Facilitate internal audits and support internal auditors to ensure audits can be undertaken effectively and efficiently. - Ensure audit findings are incorporated and appropriately prioritised for action. - Direct the Business Improvement Team to action audit findings as appropriate to ensure they are used to drive system and control improvements.
Business Improvement & Audit	- Provide strategic input into data, analytics, AI and business improvement roadmaps. - Oversee the organisation-wide improvement recommendation framework, ensuring clear accountability and strategic progress on all external and internal audit actions. - Engage with senior leadership across business units to negotiate and secure committed timeframes for the delivery of improvement initiatives. - Lead the strategic reporting of progress on outstanding audit items to the Executive Team and Risk and Assurance Committee, escalating significant risks or delays as required. - Ensure that completed improvements are successfully embedded into standard operations and deliver the intended organisational benefits.
Performance Reporting	- Ensure timely, quality reporting of non-financial performance measures. - Escalate possible exceptions in performance indicators to the Executive Team to ensure proactive management of risks.
Team Leadership	- Foster a culture of high performance, independent thinking and self-management among the team of specialised analysts. - Provide mentorship and professional development to ensure the team remains current with emerging trends in data management and AI.

Responsibility	Key Functions/outcome
Compliance	Ensure all team outputs comply with the Privacy Act 2020, Public Records Act 2005, Local Government Act 2002 and ethical data governance standards
Records and Reporting	- Ensure accuracy of information/records in systems adopted by the department/organisation. - Produce accurate reports as required for managers and/or the Executive Team.
Health & Safety and Wellbeing	- Take responsibility for your own health and safety - Ensure your own actions keep self and others safe - Identify, report and assist to eliminate hazards/risks in workplace - Participate in local workplace safety management practices - Participate in workplace wellbeing initiatives - Ensure compliance under Health and Safety at Work Act 2015
Emergency Management	Participates in civil defence emergency management (CDEM) events and training if required
Change management	Develops and implements effective solutions within their area of responsibility, while contributing to organisational change and transition including collaboration with external partners to enable wider local government reform.

Note: This is a broad outline of the responsibilities for this position and not an exhaustive list of your responsibilities. Key responsibilities may vary from time to time as directed by your supervisor/manager to accommodate the operational needs of the team and organisation.

FUNCTIONAL RELATIONSHIPS

Internal	External
- Data Analyst - Digital Solutions Team - Business Excellence Team - Business function leaders - End service users/all staff	- Consultants/professional advisors - Other Local Authorities and Government Agencies - General Public

ORGANISATIONAL BEHAVIOURS

Six key behaviours summarise how we will operate and support our values:

- Share and seek information with open, effective, and intentional communication
- Support one another with honesty, respect, and integrity in all interactions
- Exceed expectations of the community and beyond
- Seek improvement in all that we do
- Harmonise life and work
- Build a stronger relationship with the whenua and the people

PERSON SPECIFICATION

Education and Qualifications

Essential	Desirable
- Tertiary degree in Business Management, Data Management, Public Policy, or a related field. - Proven experience in a leadership role within a Business Intelligence, Digital Transformation, or Audit/Improvement environment.	- Demonstrated experience in reporting to senior governance bodies (e.g., Audit and Risk Committees). SFIA 9 equivalent of: - Innovation Management (INOV) – Level 5 for ethical AI adoption - Business Process Improvement (BPRI) – Level 5 - Audit (AUDT) – Level 4 - Exec and performance reporting (MEAS) – Level 4-5 - Data Management (DATM) – Level 6 - Change Management (CHMG) - Level 2 - Leadership (LEAD) – Level 5

Personal Attributes

Essential	Desirable
- Strategic Visionary: Ability to see the "big picture" and connect technical data/improvement initiatives to Council's long-term community outcomes. - Political Savvy & Influence: Comfortable operating at the Executive and Committee level, with the ability to translate complex progress into strategic updates. - Independent Thinker & Deliverer: A leader who values self-management and empowers their team to deliver technical solutions with clear accountability and minimal oversight. - High Integrity: Capable of managing sensitive data with absolute discretion and objectivity.	

Competencies and Experience

Essential	Desirable
- Strategic Problem Solving: Proven ability to navigate complex organizational problems and design logical pathways for improvement. - Performance Management: Deep understanding of non-financial performance frameworks within a New Zealand Local Government context.	Demonstrated experience establishing and overseeing assurance programmes, including internal audits and control effectiveness reviews.

Essential	Desirable
Relationship Management: Exceptional ability to build rapport and influence across diverse business units to drive "buy-in" for data and improvement initiatives.	

JOB DESCRIPTION SIGN-OFF

Please note that this Job Description will be discussed annually to ensure currency of the position responsibilities.

	Manager	Employee
Name		
Signature		
Date		