



POSITION DESCRIPTION

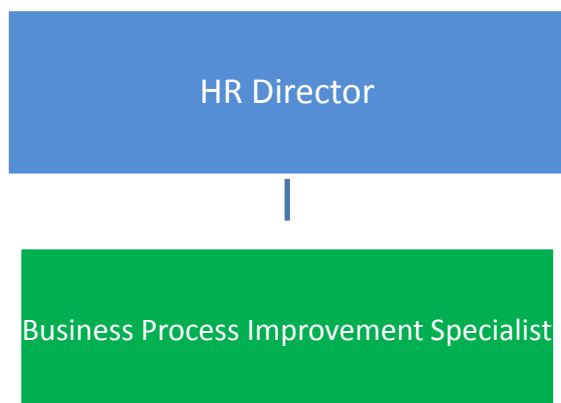
POSITION TITLE	Business Process Improvement Specialist
POSITION NUMBER	00057822
POSITION LEVEL	HEW Level 8
SALARY RANGE	\$93,477 per annum plus 9.5% Employer Superannuation Contributions
SECTION	HR Staff Services
ELEMENT	Office of Human Resource Management
LOCATION OF WORK	Nathan Campus
EMPLOYMENT TYPE	Full Time, Fixed Term Appointment for 6 months

BACKGROUND

The Office of Human Resource Management (OHRM) delivers a comprehensive suite of HR services to the 4500 employees working at the University. The role of OHRM is to provide efficient and effective services to support the employment and management of University staff.

A recent review of the Office of HRM has identified the need to streamline key HR processes to facilitate changes in resourcing and process accountability. Reporting to the Associate Director (Staff Services), the position will work closely with the HR Directorate, key stakeholders, clients and HR professionals to establish needs, map processes, identify improvements, chart enhanced workflows and develop support materials to create end-to-end solutions that enhance responsiveness, reduce resources and showcase best practice.

REPORTING RELATIONSHIPS



POSITION OBJECTIVES

The objective of the position is to conduct business process review and analysis on key HR processes and workflows to identify streamlined opportunities and efficiencies and deliver more accurate, responsive and client-focused solutions within approved policy parameters. The position will also develop process maps (“As Is” and “To Be”) and related support materials for process implementation.

This is not a technical BA role. Whilst the position must be IT savvy, focus will be on the creation, mapping, and implementation of best practice business processes that lead to improved service delivery and performance improvement.

KEY ACCOUNTABILITIES

- Facilitate process review workshops with key stakeholders, operators and end-users to understand needs and priorities and identify business process issues and/or inefficiencies.
- Meet with process owners and other relevant parties to identify process tolerances, available technologies, staff capabilities and process improvement objectives.
- Accurately map key business processes to identify workflows, information dependencies, bottlenecks, decision-making points and client requirements.
- Undertake best practice gap analysis and support clients and business users in resolving process issues identified by the process review.
- Produce process design documents, instructions and communication materials using a range of sources, tools and methodologies and within tight timeframes.
- Prepare and maintain up to date process listings ensuring version control is maintained.
- Research and make recommendations on the appropriate use of information technology where appropriate.
- Investigate, develop and report baseline performance information for particular HR processes and workflows.
- Contribute to the continual review of all processes and functions of the team to ensure an efficient and effective HR function.
- Prepare and maintain a schedule of work.
- Maintain fair, ethical and professional work practices in accordance with the University Code of Conduct.
- Maintain compliance with relevant legislation and University policies and procedures, including equity and health & safety and exhibit good practice in relation to same.

FINANCIAL DELEGATION

Nil.

SELECTION CRITERIA

Essential:

- Tertiary qualifications in a relevant field plus demonstrated experience in business process review and improvement in an administrative service environment.
- Demonstrated experience with process mapping tools and methodologies and the ability to draft user-friendly Process Maps, User Guides and Job Aids.
- Excellent oral and written communication skills and the ability to build relationships and lead small teams in business process mapping and improvement exercises.
- Demonstrated ability to analyse data, identify inefficiencies and/or gaps, and make inferences on process improvements.
- Strong organisational skills including the ability to manage multiple projects and meet deadlines.

Desirable:

- Experience in PeopleSoft, SharePoint, customer relationship management (CRM) and enterprise resource planning (ERP).

BENEFITS AND CONDITIONS

The following links provide access to information regarding the range of benefits enjoyed by Griffith staff and also key information regarding employment conditions.

BENEFITS	CONDITIONS
<ul style="list-style-type: none">• Education assistance for Academic staff• Education assistance for General staff• Health plan• Salary packaging• Superannuation	<ul style="list-style-type: none">• Code of conduct• Academic Staff Enterprise Agreement• General Staff Enterprise Agreement• Fairwork Australia Information Statement

For more benefits and conditions information follow this link: [Griffith University | Pay, conditions and benefits > Employment](#)