

POSITION DESCRIPTION

ORGANISATION:

Natural Hazards Research Australia

POSITION:

Business Improvement Manager

LOCATION:

Brisbane, Melbourne or Sydney

REPORTS TO:

Partnerships Development Director

CONTEXT

Natural Hazards Research Australia (the Centre) focuses on outcomes that will:

- Protect human life and minimise harm and suffering – towards zero preventable deaths.
- Contribute to well-prepared and resilient communities that are better informed of the risks associated with natural hazard exposure, are informed about strategies for mitigating the impacts from natural hazards and are able to make informed decisions if faced with a potential disaster.
- Translate research into action, maximising translation and implementation of research outcomes.

In delivering the strategy, the Centre will build Australian capability through:

- Strengthening relevant research capabilities.
- Supporting the development of sustainable research and its translation capabilities within research provider and end-user organisations.
- Strengthening and expanding the appropriate knowledge networks.

The Centre focuses on natural hazard resilience and disaster risk reduction to support the needs of a variety of critical stakeholders – including disaster resilience agencies and communities – in preparing for, responding to and recovering from disasters caused by natural hazards.

The Centre involves a large number of participants drawn from government, private and not-for-profit sectors across Australia. The Centre has a strong focus on delivery of useable outputs and other research informed activities that will be valued and used by participants and other stakeholders to enhance the safety, resilience and sustainability of communities.

Utilisation (translation and implementation) of the knowledge and other outcomes from the Centre's activities is an important activity and involves close collaboration with Centre end-users in emergency service organisations, land management organisations, government departments and businesses.

CENTRE VALUES

Respect – recognising and valuing the contributions of everyone through embracing diversity in gender, ethnicity and thought.

Focus – Ensuring that our activities are aligned with the Centre vision and mission.

Integrity and Honesty – To be honest and act with integrity in all we do.

Research Excellence – Pursuing highest quality research methods and use.

Supportive Leadership – Allowing all involved in the Centre to achieve their potential.

Trust and Collaboration – Sharing and working cooperatively in a trusting environment.

Independence – To be open, transparent and independent.

PURPOSE OF THE POSITION

The Business Improvement Manager will play a pivotal role in supporting the Centre's commitment to delivering its vision and mission and ensuring the Centre continues to deliver value to its participants as a priority and broader stakeholders. This position is responsible for driving continuous improvement across the Centre's teams by developing and implementing a comprehensive strategic business improvement plan. The Business Improvement Manager will work collaboratively with various teams to optimise processes, enhance service delivery, and ensure that key outcomes are achieved in line with the Centre's strategic objectives.

KEY RESPONSIBILITIES

The Business Improvement Manager is accountable for:

- **Strategic Planning & Execution:**
Work with the Centre's Executive Leadership Team to develop, implement, and monitor the organisation's business improvement strategy, aligning it with the Centre's overarching goals and objectives.
- **Process Improvement:**
Work closely with teams to identify inefficiencies, process bottlenecks, and areas for improvement. Facilitate the design and implementation of process changes to increase productivity, quality, and efficiency.
- **Stakeholder Engagement (internal):**
Collaborate with leaders and teams across the Centre to understand their challenges and needs. Build strong relationships with internal stakeholders to ensure alignment with business improvement initiatives.
- **Performance Measurement & Reporting:**
Establish and track key performance indicators (KPIs) to assess the effectiveness of implemented business improvement initiatives. Provide regular reports to the Executive Leadership Team on progress, challenges, results and opportunities for improvement.
- **Project Management:**
Lead cross-functional Centre business improvement projects, ensuring the timely and successful delivery of improvement initiatives. Manage project budgets, timelines, and resources effectively.
- **Training & Development:**
Provide guidance and support to staff in process improvement techniques, change management, and operational excellence.
- **Change Management:**
Oversee the implementation of change initiatives, ensuring smooth transitions with minimal disruption. Address resistance and foster a culture of continuous improvement throughout the organisation.
- **Risk & Issue Management:**
Proactively identify risks associated with business processes and improvement initiatives, developing mitigation strategies to reduce impact on the Centre's operations.
- **Innovation & Best Practices:**
Stay informed of emerging trends, tools, and best practices in business process improvement and innovation. Implement new ideas and strategies to enhance operational efficiency and service delivery.

The Business Improvement Manager will work in a dynamic and collaborative environment, liaising with multiple stakeholders both internally and externally. The role may require occasional interstate travel to engage with teams.

The role will require a hands-on approach to implementing business improvement strategies and initiatives.

KEY RELATIONSHIPS

INTERNAL:

- Executive Leadership Team
- All Centre staff

EXTERNAL:

- Suppliers/contractors

SELECTION CRITERIA

EDUCATION:

- Bachelor's degree in business administration, management, engineering, or related field.
- Professional certifications in Business Process Management (BPM), Lean Six Sigma, or Project Management highly desirable.

SPECIFIC KNOWLEDGE AND EXPERIENCE REQUIRED:

- Proven experience in business process improvement, ideally in a research, science, or public sector environment.
- Strong track record of implementing successful business transformation initiatives.
- Change management expertise and the ability to navigate organisational transitions.
- Experience working with diverse teams and stakeholders at various levels of the organisation and across different locations.
- Excellent analytical and problem-solving skills, with the ability to think strategically and execute effectively.
- Strong project management skills, with experience managing complex initiatives.
- Exceptional persuasive communication skills, with the ability to influence and engage stakeholders at all levels.
- Ability to foster a culture of continuous improvement and innovation.
- Strong organisational skills and attention to detail.
- Experience with database management or customer management systems desirable.