

Position Title

Business Improvement Officer (Works and Infrastructure)

Award Classification

Dorset Council Enterprise Agreement 2022, or any applicable Agreement that replaces it.

Date Reviewed

4 September 2025

Our Vision

An inclusive, thriving and connected community.

Our Values

Leadership

We lead by example through our behaviours and approach to work. We are a proactive advocate for the community, and engage with the community in determining and driving a vision for Dorset.

Creative Thinking

We foster a solutions-driven environment that embraces innovation and inspires fresh approaches in adapting to, and creating, change.

Customer Service

We meet our service standards in a professional and responsive manner.

Engagement

We communicate openly and encourage the active participation of the community.

Respect

We engage in open dialogue, whilst accepting there will be differences of opinion.

Financially Responsibility

We deliver services to the community in a sustainable and strategic cost effective way.

Our values influence our interaction with each other and our customers. We reinforce our corporate values during recruitment, induction and management of our people.

Position Objectives

The Business Improvement Officer provides high-level administrative and operational support to the Director of Infrastructure (**the Director**) to drive continuous improvement and deliver the Works and Infrastructure Department's (**the Department**) priorities.

- Support the Director in delivering departmental functions including planning, budgeting, risk reviews, and reporting;
- Coordinate and compile accurate information to support submissions to the Management Team and Council;
- Facilitate the implementation of continuous improvement initiatives by documenting processes, tracking progress, and coordinating communications;
- Prepare well researched business cases and reports, including basic cost benefit analyses, in partnership with the Finance team;
- Assist with embedding Work Health and Safety (WHS) best practices, contractor management standards, and risk management processes into departmental activities;
- Enhance the department's efficiency, compliance, and service delivery through the refinement of administrative systems and practices;
- Provide flexible administrative support, including backfilling other administrative positions within the Department Infrastructure as required to maintain service continuity.

Key Responsibilities and Performance Requirements

- Support the Director by gathering and coordinating accurate information to assist with annual departmental planning and review cycle, improvement initiatives, budgeting, and reporting;
- Accountable for developing and maintaining a clear plan to ensure all deadlines related to annual departmental planning and review cycle tasks are met. This includes preparing and tracking documentation, coordinating inputs, and monitoring follow-up actions to completion, e.g., Annual Risk Register Review;
- Work with the Director and the Department team to develop and maintain a pipeline of improvement initiatives, ensuring proposals are documented, prioritised, and aligned with Council's Strategic and Annual Plans;
- Prepare well-structured business cases to support new business improvement initiatives, including gathering data, assessing options, and documenting recommendations for review;
- Backfill other administrative positions within the Department as required to maintain operational continuity.

Other

- Undertake ad hoc projects within the scope of the role that may arise from time to time;
- Maintain confidentiality in regards to Council business and transactions;

Key Responsibilities and Performance Requirements

- Perform duties in a manner which is without an unacceptable level of risk to your own health and safety, other employees, customers or the community in general;
- Demonstrate a proactive approach to professional development by seeking and engaging in opportunities to build role relevant skills and knowledge;
- Proactively contribute to induction processes, including your own, to ensure that newcomers receive effective support and guidance, facilitating their learning and integration into the team;
- Comply with any direction or education provided by Council to safeguard the safety and well-being of vulnerable individuals, including children and young people;
- Maintaining a working knowledge of legislative requirements and Council's policies and procedures that relate to the role;
- Comply with and promote compliance with Council's policies and procedures and any reasonable and lawful direction given by a leader in relation to the same;
- Other duties as reasonably directed by the Director of Infrastructure that are within the scope of the role and appropriate to the employee's level of training, experience and skills.

Organisational Relationships

Reports To

- Director of Infrastructure

Direct Reports

- N/A

Internal Liaisons

- Management Team
- Council Employees, including staff from:
 - Works and Infrastructure
 - Finance
 - Governance and Executive Support
 - Human Resources (HR) and WHS
- Other Council departments
- Councilors

External Liaisons

- Contractors and consultants
- Community groups and stakeholders

Accountability, Authority, Judgement and Decision Making

- Authority and responsibility to carry out all functions, duties, and responsibilities in accordance with Dorset Council's requirements of the Business Improvement Officer (Works and Infrastructure).

Accountability, Authority, Judgement and Decision Making

- Accountable to the Director of Infrastructure for the performance of duties.

Skills and Knowledge

Essential

- Analytical and problem-solving skills with a focus on continuous improvement and process efficiency;
- Excellent communication and engagement skills, with the ability to collaborate and liaise effectively with internal and external stakeholders;
- Proficiency in researching, structuring, and preparing business cases to support new business improvement initiatives, including gathering data, assessing options, and documenting recommendations for review and approval;
- Demonstrated administrative skills supporting business planning, budgeting, and reporting functions;
- High-level computer literacy, including proficiency with Microsoft Office and relevant business systems.

Desirable

- Familiarity with continuous improvement frameworks (e.g., Lean, Six Sigma);
- Experience supporting WHS audits and/or contractor compliance processes;
- Previous experience within local government or a similar public sector environment;
- Exposure to change management processes to support implementation of improvement initiatives.

Qualifications and Licences

Essential (or the ability to quickly acquire)

- Current unrestricted Driver's Licence;
- Certificate IV or equivalent qualification in Business Administration, WHS, Risk Management, or related field.

Desirable

- Certification in continuous improvement, change management, Risk Management and/or Change Management.

Personal Attributes

- Commitment to accuracy and continuous improvement;
- Collaborative and approachable, with strong stakeholder engagement skills;
- Resilient and adaptable, with a proactive approach to drive change;
- Alignment with Dorset Council's values of leadership, creative thinking, customer service, engagement, respect and financially responsible.

I, _____ (*name*) have read and understood my position description and agree to perform my role in accordance with the objectives, responsibilities and performance requirements set out in this position description.

Employee Signature: _____ Date: _____