Guide Dogs.

Position Description

Position Title: Business Improvement Lead
Department: Impact
Reports to Position: General Manager, Impact
Direct Reports: Nil

NDIS/Blue Card Risk Assessed Role
Managers to complete risk assessment – please select:
Key Personnel Role ☐ Yes ☒ No
Delivery of support/services to clients ☐ Yes ☒ No
More than incidental contact with clients ☒ Yes ☐ No
Work in settings, outside GDQ while children are present ☐ Yes ☒ No

Portable Long Service Leave
This role is not entitled to Portable Long Service Leave.

1. Position Overview

The Business Improvement Lead role works closely with stakeholders across departments to support initiatives to enhance efficiency, service quality, client outcomes and staff experience. This role enables the adoption of best-practice processes, facilitating a culture of continuous improvement.

2. Essential Functions and Responsibilities

2.1 Project & Change Management

- Coordinate continuous improvement initiatives aligned with GDQ's mission and strategic plan.
- Develop project plans and risk assessments for improvement initiatives.
- Oversee improvement projects from initiation through to benefits realisation.
- Work collaboratively with other GDQ departments to support change adoption.
- Track and report on project milestones, budgets, risks, and outcomes.

2.2 Process Optimisation & Innovation

- Analyse current state processes to identify opportunities for improvement, automation, or simplification.
- Lead end-to-end process mapping and service design in collaboration with internal and/or external stakeholders.
- Develop flow-charts to support transparency and internal understanding of workflows.

2.3 Measurement and evaluation

- Support the development of appropriate measurement and evaluation processes to gauge the impact of change.
- Make recommendations to improve the organisation's ability to measure and report on the impact of its work.

2.4. Performance Measurement & Reporting

- Define KPIs and successful measures for improvement initiatives.
- Implement frameworks to track operational performance, service outcomes, and process efficiency.
- Provide clear insights, dashboards, and regular reporting for the General Manager and if required, Executive Team and Board.
- Ensure continuous improvement initiatives to ensure they align with regulatory, safety, and quality standards in disability services.

2.5. Stakeholder Engagement

- Translate operational insights into practical improvement recommendations.
- Build strong relationships with internal leaders, frontline teams, and external partners to promote a positive and proactive improvement culture.
- Facilitate cross-functional collaboration to solve complex operational challenges.
- Support leaders in embedding improvements into day-to-day practice

2.6. Other Duties and Responsibilities

- Carry out such other duties as may be required under reasonable management direction.
- Maintain currency of skills and capabilities, including mandatory training.
- Comply with internal quality management systems, policies and protocols.
- Act as a Warden or First Aid Officer if required.
- Foster pleasant, respectful and productive working relationships with staff.
- All employees are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct

3. Knowledge and Skills

3.1 Essential

- 2+ years of experience as a Business Analyst or in a similar analytical role focused on continuous improvement.
- Proficiency in relevant software tools.
- Excellent interpersonal skills to engage stakeholders and facilitate change.
- Strong problem-solving skills and attention to detail.
- Ability to work independently and manage multiple projects simultaneously.

3.2 Desirable

- Project management and business analysis certifications
- Experience in a services environment, working with a distributed or remote

workforce.

4. Key Relationships

4.1 Internal:

- Team leaders and subject-matter specialists
- ICT and digital services teams
- Finance, HR, and administration staff

4.2 External:

- Technology vendors and consultants
- Partner organisations and funders

6. Key Selection Criteria

6.1 Demonstrated experience in continuous improvement

- Proven experience applying methodologies to drive measurable operational improvement.
- Ability to support and grow to lead process redesign initiatives across diverse service areas.

6.2 Strong analytical and problem-solving capability

- Demonstrated ability to analyse data, identify trends, and translate insights into practical recommendations.
- Experience in process mapping, identification of root of problems, and performance measurement.

6.3 High-level project and change management skills

- Prior experience of successful project delivery with varied subject matter.
- Ability to plan, coordinate, and manage multiple initiatives simultaneously.
- Experience supporting teams to develop and adopt new processes.

6.4 Excellent communication and stakeholder engagement skills

- Ability to collaborate with stakeholders across all levels, build trusted relationships, and influence without authority.
- Experience in facilitating workshops, training sessions or consultations, or the ability to develop this skill.

6.5 Commitment to continuous improvement of culture and capability building

- Ability to foster a proactive, collaborative, and learning-oriented culture.
- Demonstrate compassion, integrity, teamwork, and client-centred service.
- Commitment to the mission and purpose of Guide Dogs Queensland.

7. Supervisory Responsibilities

Nil.

8. Working Conditions and Environment

Office-based position with considerable amount of time spent at a desk and operating computer equipment. Occasional intra-state and interstate travel may be required for this position.

As part of our recruitment and selection process, applicants will be required to undergo pre-employment criminal history checks as required by varied legislation. This may include worker screening required by the NDIS which aims to guarantee that key personnel and other workers do not pose an unacceptable risk to the safety and wellbeing of NDIS participants.

Document Control

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