



Role Statement

Role title	Senior Business Improvement Consultant - AI	Classification	ASO7
Branch	Business Improvement	Type of Appointment	Temporary
Section	Business Improvement	Position Number	TBA
Approved by		Date	September 2025

Department of Treasury and Finance

The Department of Treasury and Finance is the lead agency for economic, digital and financial policy outcomes.

We play a vital role in providing financial services to the community and economic and fiscal policy advice as well as digital services to the Government of South Australia.

The Department of Treasury and Finance actively promotes flexible working arrangements and values diversity in the workplace.

Our Purpose

We are *the Government's trusted fiscal, economic, digital and policy advisor*.
We work to ensure *South Australia is a thriving, prosperous State now and in the future*.

Who we are



Talented, Clear Eyed and Curious

We are analytical, evidence based, innovative and creative.



High Performing

We are known for achieving successful and timely outcomes.



Trusted Partner

We work better together. We lead, partner, and collaborate to help solve the big challenges.



Agile

We organise around opportunities critical to our state and are flexible in responding to challenges.



Fulfilled and Fun

We take the work seriously and ourselves less so - we support each other in the pursuit of excellence and make Treasury a great place to work.

What we are known for

A world class Treasury and Finance.
A high performing agency that seizes opportunities, addresses the big challenges, and is a destination employer providing rewarding careers.

Branch/Section

The Business Improvement function has been established to identify and address opportunities to improve our ways of working, by streamlining processes, enabling self-service and improving the user experience for our customers, and the experience of work for our internal teams. We will do this through the application of human centred design, lean thinking, and use of technology to automate, digitise and simplify processes.

What this role is responsible for

The Senior Business Improvement Consultant – AI is responsible for leading and delivering a portfolio of business improvement initiatives across the Department of Treasury and Finance, with a particular focus on the application of artificial intelligence. While the incumbent will have a primary focus on AI-enabled improvement projects, they will also contribute to broader business improvement efforts across the agency, identifying and addressing opportunities to streamline processes, enhance service delivery, and improve the experience of work for internal teams and customers.

The role includes responsibility for building internal capability in the use of AI tools—particularly Microsoft Copilot, as the department’s preferred platform—and other technologies as required to support business-specific applications. This includes developing and delivering training, guidance, and support to staff across the department to enable effective adoption and integration of AI solutions.

Key responsibilities include:

- Lead and manage a portfolio of business improvement projects, with a focus on AI, from opportunity identification through to implementation and benefit realisation.
- Identify opportunities for improvement across the department through process analysis, stakeholder engagement, and customer feedback.
- Develop compelling business cases and project proposals that outline investment requirements, anticipated benefits, and alignment with strategic priorities.
- Coordinate and manage project delivery, including vendor engagement, testing, training, and change management activities.
- Build and deliver training programs and support resources to develop AI capability across the department, with a focus on Microsoft Copilot and other relevant tools.
- Lead multidisciplinary teams comprising internal staff, vendors, and external stakeholders to deliver high-quality, timely, and sustainable improvements.
- Monitor and report on the program of business improvement initiatives, including tracking benefits, assessing future opportunities, and ensuring alignment with departmental strategy.
- Maintain strong collaborative relationships with internal and external stakeholders to support effective consultation, solution design, and implementation.
- Model a customer-centred, collaborative, and outcomes-focused approach to business improvement.

Who this role reports to

- Business Improvement Specialist, Business Improvement

Key Relationships/Stakeholders

- Internal stakeholders across the agency to identify improvement opportunities, co-design solutions, and support implementation.
- IT Services and Digital Capability teams to ensure AI solutions are technically sound, secure, and scalable.
- External vendors and service providers to manage delivery of AI tools and services, including Microsoft and other platforms.
- Cross-government partners to share learnings, align on digital transformation initiatives, and contribute to whole-of-government innovation.
- Members of the public and external customers who interact with DTF services, to ensure improvements are user-centred and responsive to community needs.

Special Conditions

- Applicants will be required to undergo the appropriate and relevant employment screening assessment(s) required for this role in line with the department's Employment Screening Policy.
- This role requires:
 - National Police Check
 - General Employment Probity Check
 - Working with Children Check
 - Security Clearance (including Baseline, Negative Vetting Level 1 or Level 2, Positive Vetting)
 - Other:
- Some out of hours work may be required. Intrastate and interstate travel may be required.
- The incumbent will be required to participate in the Departmental Performance Management Program.
- The incumbent may be required to be assigned to other positions at the same remuneration level across the department.

Essential Expertise

- Extensive experience in business analysis, project management, change management, process improvement, AI implementation or other fields relevant to transformation of services through process and technology improvement.
- Proven ability to build collaborative relationships and influence positive change.
- Demonstrated experience in identifying problems, developing innovative solutions, and implementing change.
- Demonstrated experience in the application of the relevant legislation, policies and procedures, including Code of Ethics, EEO and cultural inclusion.
- An understanding of the legislative requirements of the *Work Health and Safety Act 2012*.
- An understanding of and ability to work/manage to the spirit and principles of AS ISO 31000:2018 Risk management – Guidelines.

Desirable Expertise

- Tertiary qualifications in a relevant field (e.g. , UX/CX, IT, Project management).

OFFICIAL

- Professional certifications such as IIBA CCBA, Lean/Six Sigma, Human-Centred Design, or Project Management (including agile/scrum).
- Strong skills in analysis, business case development, and high-level reporting
- Hands-on experience using Microsoft Copilot and/or Power Platform
- Demonstrated interest in emerging AI technologies

OFFICIAL