



Role Statement

Role title	Continuous Improvement Analyst	Classification	ASO5
Branch	Super SA	Type of Appointment	Term 12 months
Section	Project Management Office (PMO)	Position Number	P43622
Approved by	Chief Executive, Super SA	Date	July 2026

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.
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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.

Super SA

For over 120 years, Super SA has been helping members secure their financial future. Super SA is a superannuation fund for South Australian government employees and is a branch of the Department of Treasury and Finance.

Super SA is dedicated to being the most trusted superannuation fund for current and former South Australian public servants. Super SA's long-term success is due to the talent and expertise of staff who strive to create an environment that is supportive, safe, and secure. The work culture is positive and inclusive, making it a rewarding and enjoyable place to work.

The Continuous Improvement (CI) Analyst will report into the CI Lead and be responsible for promoting a culture of continuous improvement across the organisation by encouraging curiosity, collaboration and proactive problem-solving. The position supports teams to identify improvement opportunities, share ideas and implement positive change, while highlighting successes and lessons learned to build engagement and awareness of continuous improvement initiatives.

What this role is responsible for

- **Engage with Teams Across Super SA:**
 - Engage with teams to assess, categorise, and prioritise raised improvement suggestions.
 - Support the development of team-led improvements by facilitating discussions and guiding solution development.
 - Facilitate workshops that surface problems, identify root causes, and develop action plan to realise improvements.
- **Apply CI and Lean Methods:**
 - Use CI and Lean tools (e.g. process mapping, root cause analysis, standard work) to analyse and support the development of future-state processes that reduce waste, simplify work, and improve outcomes.
 - Use strong analytical skills to interpret complex data, identify trends, and build evidence-based improvement opportunities.
- **Ensure Benefits from Improvements are realised:**
 - Be a primary contributor to Super SA's capacity release targets.
 - Monitor and report on the realisation of benefits from improvement initiatives, including time savings, efficiency gains, and/or enhanced service outcomes.
 - Work with teams to validate that changes are delivering the intended outcomes and identify any adjustments needed.
 - Document lessons learned and incorporate them into future improvement efforts to build on what works and avoid repeat issues.
 - Preparing summary reports or presentations that clearly communicate benefits and impact to stakeholders.

Who this role reports to

- This role report to the Continuous Improvement Lead.

Key Relationships/Stakeholders

- CI Lead, Senior CI Analyst, and CI Program Team.
- Improvement initiators across Super SA.
- Team Leaders and Managers across Super SA.
- Project Management and Change Management teams.

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:
 - ☒ Nationally Coordinated Criminal History Check
 - ☐ Working with Children Check
 - ☐ Security Clearance (including Baseline, Negative Vetting Level 1 or Level 2, Positive Vetting)
 - ☐ Other:
- Some out of hour's 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

- Experience providing a customer centric approach to service delivery.
- Strong analytical and problem-solving skills, with the ability to identify root causes, investigate issues and work collaboratively with cross-functional teams to implement improvements.
- Practical knowledge of CI and Lean methods (e.g. 5 Whys, 5S, standard work) with proficiency in process analysis tools (e.g. process mapping, time studies).
- Ability to use sound judgement to prioritise workload, adapt to changing priorities and critical deadlines in order to achieve short- and long-term goals.
- Outcome-focused, with the ability to align work to organisational targets.
- Ability to liaise and effectively communicate with people at all levels, both internal and external to government and provide advice where appropriate.
- 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 to the spirit and principles of AS ISO 31000:2018 Risk management – Guidelines.

Desirable Expertise

- Demonstrated experience with data visualisation tools (e.g. Power BI, Excel dashboards).
- Exposure to benefit tracking and post-implementation reviews.
- Demonstrated experience in service-based or regulated work environments.
- Demonstrated experience in process automation.