Parliament of South Australia

Joint Parliamentary Service
Joint Services Division

Position Title:	Manager, Business Improvement Projects	Location:	Parliament House
Classification:	ASO7	Reports to:	Executive Officer, JPS
Entity/Division:	Office of the Executive Officer	Direct Reports:	Nil
Business Unit:	Office of the Executive Officer	Job Status:	Temporary < 12 months

ABOUT US

The Joint Parliamentary Service Committee (JPSC) is a Standing Committee of the Parliament. It consists of the President of the Legislative Council, the Speaker of the House of Assembly and two Members from each House. The JPSC is responsible for the administration of the Joint Parliamentary Service (JPS), including the Parliamentary Library Division, Parliamentary Reporting Division (Hansard), Catering Division, and the Joint Services Division.

The Office of the Executive Officer supports the Executive Officer to lead the JPS, deliver strategic reforms, strengthen governance and accountability, and coordinate organisational priorities across parliamentary service areas.

The Manager, Business Improvement Projects coordinates business improvement and organisational reform across the JPS, maintaining consolidated oversight of reform priorities, progress and outcomes. Reporting to the Executive Officer, the incumbent will lead business improvement and strategic projects across the Joint Parliamentary Service, helping turn organisational review recommendations and agreed priorities into practical improvements. The incumbent will work with business-area leaders to plan and deliver projects, track reform progress, and provide the advice and reporting needed for informed decisions.

KEY OBJECTIVES

The Manager, Business Improvement Projects is accountable to the Executive Officer, JPS to:

- Lead and deliver complex governance, policy and business improvement projects aligned with JPS priorities.
- Provide high-level, evidence-based advice on significant, sensitive and emerging organisational matters.
- Develop and maintain governance frameworks, policies, assurance mechanisms and reporting arrangements.
- Coordinate cross-service initiatives and support effective decision-making by the Executive Officer, JPSC and other governance bodies.
- Identify and manage project, reputational and implementation risks, escalating significant matters as appropriate.
- Build trusted relationships across the parliamentary environment and with relevant external stakeholders.

RESPONSIBILITIES

Business Improvement, Strategic Projects and Reform

- Lead, deliver and report on JPS organisational reform and business improvement program, maintaining consolidated oversight of priorities, milestones, dependencies, risks and outcomes arising from the Workplace Assessment and business area reviews.
- Lead significant cross-service projects from scoping and planning through implementation, evaluation and transition to business-as-usual arrangements.
- Establish project governance, milestones, deliverables, reporting and benefits measures, and monitor progress against approved objectives.
- Identify and manage project risks, issues, interdependencies and resource implications, escalating significant matters with practical mitigation strategies.
- Coordinate contributions from service areas, subject matter experts, consultants and external providers to deliver integrated project outcomes.
- Work with business area leaders to coordinate reform delivery and reporting for the Office of the Executive Officer.

Governance and Strategic Advice

- Provide high-level advice, analysis and recommendations to the Executive Officer on complex governance, policy, strategic and organisational matters.
- Research and synthesise complex information, identify options and implications, and prepare clear briefings, reports, submissions and executive correspondence.
- Develop, review and implement frameworks, policies, procedures, delegations, registers and assurance mechanisms that support accountable and consistent decision-making.
- Monitor relevant legislative, policy and parliamentary developments and advise on their implications for the JPS.
- Coordinate implementation and monitoring of decisions, review recommendations, strategic commitments and agreed actions.
- Support organisational planning, risk management, performance reporting, policy governance and continuous improvement activities.

Stakeholder Engagement

- Build and maintain effective relationships with Presiding Officers, Members of Parliament, Clerks, Chief Officers, managers, employees, public sector bodies and other stakeholders.
- Facilitate consultation, workshops and governance processes on complex or sensitive matters, using sound judgement and political awareness.
- Prepare regular stakeholder and staff updates on reform and improvement initiatives, including maintaining current information on the JPS intranet.
- Represent the Office of the Executive Officer on working groups and project forums within approved authority.

Professional Accountability

- Exercise considerable autonomy in managing priorities and delivering outcomes within broad direction, while referring matters involving significant strategic, political, legal or reputational risk.
- Maintain the confidentiality, integrity and security of sensitive information, including information subject to parliamentary privilege or other legal and policy requirements.

KEY SELECTION CRITERIA

- Significant experience leading business improvement, policy, reform or strategic projects in a public sector, parliamentary or similar environment, including establishing project governance, managing risks and interdependencies, monitoring delivery and achieving outcomes across multiple work areas.
- Highly developed conceptual, analytical and problem-solving skills, with the ability to research, evaluate and synthesise complex information into practical options, recommendations and high-level, evidence-based advice for senior decision-makers.
- Strong knowledge of governance, accountability, risk, assurance and policy development principles, with the ability to interpret and apply legislative and organisational requirements, and knowledge of, or the ability to quickly acquire knowledge of, parliamentary operations and frameworks relevant to the Joint Parliamentary Service.
- Highly developed written communication skills, with experience preparing concise and accurate executive briefings, committee papers, reports, policies and correspondence.
- Highly developed interpersonal, consultation, negotiation and influencing skills, with the ability to build trust and work effectively with senior and diverse stakeholders.
- Demonstrated ability to exercise sound judgement, political awareness, discretion and integrity when managing confidential, contentious or high-risk matters.
- Proven ability to work with considerable autonomy, manage competing priorities and deliver high-quality outcomes within required timeframes.

KEY RELATIONSHIPS/INTERACTIONS

Internal:

- Executive Officer, Joint Parliamentary Service (line manager).
- Members of the Joint Parliamentary Service Committee.
- Members of Parliament and Members' Office staff.
- Clerk of the Legislative Council and Clerk of the House of Assembly.
- Chief Officers, managers and employees across the Joint Parliamentary Service.

External:

- South Australian public sector agencies and integrity, oversight and governance bodies.
- Consultants, contractors, professional advisers and service providers.
- Other parliaments and relevant professional networks.

QUALIFICATIONS

- Desirable: A relevant tertiary qualification in governance, public administration, law, business, policy, project management or a related discipline and/or substantial equivalent experience.

PRE-EMPLOYMENT SCREENING REQUIREMENTS

- All appointments are subject to reference checks, pre-employment assessment and National Police Clearance.
- The inherent requirements of the role and intrinsic risks will be considered in assessing prior conviction notifications and declarations of misconduct in previous workplaces.
- The role requires a high level of integrity, discretion and the ability to manage sensitive and high-risk matters in accordance with parliamentary, legislative and organisational requirements.

ADDITIONAL INFORMATION

- The appointment is made pursuant to the Parliament (Joint Services) Act 1985 (SA) and, while the provisions of the Public Sector Act do not apply to this position, public sector conditions apply and entitlements are transferable.
- There may be a requirement to work outside normal working hours.
- Any person who is, and is seen to be, active in political or electoral affairs and intends to carry on this activity may compromise the strict political neutrality of this position and could not be considered for appointment.

- Employees are required to comply with all health, safety and risk management policies and procedures of the Parliament and take all reasonable care that their actions or omissions do not adversely affect the health and safety of others in the parliamentary precinct.
- Employees must observe the Parliament of South Australia Code of Conduct and comply with the Conduct Standards in the Code.
- A National Police Check is required prior to employment in the Joint Parliamentary Service and must be renewed every 12 months.
- Some out-of-hours and weekend work may be required.
- Some intrastate or interstate travel may be required.

CERTIFIED CORRECT

Executive Officer: _____ Date: ____ / ____ / _____