

POSITION DESCRIPTION

GROUP MANAGER BUSINESS IMPROVEMENT AND ASSURANCE

POSITION DETAILS

Date of Position Description	July 2026
Position Title	Group Manager Business Improvement and Assurance
Position Grade	21
Directorate Business Unit	Office of the CEO
Reports to	Chief Executive Officer
Physical Requirements Category	Category 1 – Desk role with Ergonomic Requirements
Job Location	9 Wentworth Street, Parramatta (Council retains the right to alter locations should the operational need arise)

POSITION OVERVIEW

The Group Manager Business Improvement and Assurance is responsible for leading and coordinating a capable, multidisciplinary team to achieve Council's strategic objectives of both the internal 'Reflect | Respond | Recover' following the ICAC Public Inquiry and the external Financial Sustainability Review.

This position is accountable for driving, delivering and facilitating change initiatives and approaches in a holistic manner. This role aims to lift the rebuilding of the organisation's trust and capability to foster sustainable and meaningful cultural change through key programs and initiatives targeted at embedding our vision as contained within Council's 'Reflect | Respond | Recover' Plan (Recovery Plan).

The position is also responsible for being the Executive lead for the Financial Sustainability Review (FSR) Project Contract, providing strategic oversight, executive coordination and assurance.

KEY RESPONSIBILITIES

Role specific

- Lead, communicate, manage and deliver complex, diverse, politically sensitive cross-functional and cross-Directorate projects aligned with the 'Reflect | Respond | Recover' Plan and the Financial Sustainability Review.
- Ensure coordinated solutions to Council's issues and needs to maximise impacts, for both internal and external projects.
- Lead and build the skills of the team to drive business improvement outcomes within a positive and constructive workplace culture.
- Initiate and oversee program implementation and administration activities, outputs, and results. This includes tracking progress, risks, issues, controls, costs, recommendations and evidence of completion.
- Provide expert advice on areas relevant to your role to the Chief Executive Officer, the Executive team, and Councillors.
- Engage deeply with key stakeholders such as workstream sponsors, workstream leads and SMEs to develop and oversee PCG outputs.

- Apply structured, best-practice techniques to develop and manage change programs that support the Recovery Plan key initiatives and the FSR project.
- Build a rigorous management strategy for the successful delivery of the Recovery Plan, supported by a suite of resources such as an education toolkits, guidelines, programs, methodologies, frameworks and plans.
- Develop and drive recovery strategies, that are aligned to the organisation's vision from executive level focus right through to frontline leadership and manage resistance.
- Interpret, present, and communicate regular reports and other formal documents for relevant audiences, including Council.

Baseline

- Lead, manage, coach, and develop a team of subject matter experts to promote accountability and alignment towards achieving desired organisational outcomes.
- Manage the function's annual budget and provide key inputs to the budgeting and forecasting processes to promote sound financial sustainability.
- Ensure that all practices are up to date with current and pertinent legislation, statutory regulations.
- Apply knowledge, best practice, innovation and subject-matter expertise to promote continuous improvement and contribute towards the growth and maturity of the organisation whilst delivering the recovery plan
- Build in performance metrics and mechanisms to identify early visibility of risks to enable mitigation approaches.
- Actively lead and manage the health and safety of yourself, employees, visitors, consultants and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
- Promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Champion organisational values and organisational effectiveness, by acting ethically, honestly and with fairness.
- Comply with Council policies as amended from time to time.

KNOWLEDGE

Qualifications

- Degree Qualified in HR, Change Management, Project Management or a demonstrably related discipline

Experience

- Extensive senior leadership experience leading organisation-wide business improvement, transformation, governance or organisational change programs within a large and complex organisation.
- Demonstrated experience providing executive leadership and oversight of major contracts or externally delivered strategic review projects, including governance, assurance, stakeholder coordination, performance monitoring and delivery of agreed outcomes.
- Demonstrated experience leading major organisational recovery, reform or transformation programs involving multiple workstreams, competing priorities and executive oversight.
- Proven experience delivering complex, politically sensitive strategic initiatives requiring engagement across multiple business units and with executive leadership.
- Demonstrated success in designing and implementing organisational change management strategies that achieve sustainable cultural and behavioural change.

- Demonstrated experience developing and implementing strategic improvement plans, organisational roadmaps or transformation programs with measurable outcomes.
- Experience providing high-level strategic advice and preparing reports, briefing papers and presentations for Executive Leadership Teams and governing bodies.
- Extensive experience leading multidisciplinary teams through periods of significant organisational change while maintaining employee engagement and performance.
- Demonstrated experience managing multi-complex projects and portfolios, including scope, budget, timelines, risks, dependencies and stakeholder expectations.
- Experience managing significant operational budgets and ensuring effective resource allocation to achieve strategic priorities.
- Demonstrated experience working within a highly regulated public sector environment with sound knowledge of governance, legislative and compliance obligations.

Skills

- Demonstrated strategic planning skills including the ability to develop written action plans with clearly defined objectives and strategies that respond to identified needs both current and future.
- Exceptional ability to communicate, negotiate, build relationships, and influence others with an engaging approach and technique.
- Culturally inclusive, experience leading and influencing a diverse workforce and stakeholder group.
- Advanced problem solving and decision-making ability, including confidence in working with leaders to resolve high priority, and often sensitive and complex issues and conflict.
- Highly advanced change management leadership within a highly complex stakeholder environment.
- Highly developed commercial skills including business planning, human resources,
- Lead the development and management of customer and stakeholder relationships.