

Business Systems Project Officer Business Improvement

About the role

The **Business Systems Project Officer** helps improve the systems and processes that support Council's day-to-day services for the community. Supporting Council's systems uplift projects, this role suits someone who enjoys solving problems, working with people, and helping teams adapt to change.

This fixed-term position to 30 June 2027 is suited to someone with experience in business systems, process improvement, project support, or change and training support who wants to help create value for Council and the community.

We welcome applications from individuals with transferable skills and experience, even if you do not meet every listed criterion.

What a typical week might include

- Meeting with business areas to understand how current processes work and where improvements could be made.
- Helping document requirements, test system changes, and make sure updates work well in practice.
- Creating simple training and support materials to help teams adopt new systems and processes.
- Working with colleagues and stakeholders to solve problems, improve data quality, and support better decisions.

Role specific accountabilities

Improve systems and processes

- Contribute to analysing and mapping business processes to identify opportunities for improvement, automation and better information management.
- Support requirements gathering and solution analysis, including assessing options, impacts and risks, and contributing to recommendations.
- Contribute to reporting, data analysis and data quality improvement to support business improvement and decision-making.

Support change and adoption

- Support system testing, validation and implementation activities across business units to ensure changes meet business needs.
- Create training and support resources to help teams adopt system and process changes.

Work collaboratively

- Work with colleagues and stakeholders to deliver consistent, customer-focused service.
- Represent Council professionally when working with stakeholders.
- Perform other duties as reasonably directed.

Enterprise specific accountabilities

All employees have enterprise-wide accountabilities for which they are responsible. These include:

- Taking reasonable care for their own health and safety, and that of others.
- Working collaboratively to support effective and efficient Council operations and long-term sustainability.
- Complying with all relevant laws, regulations, standards, codes, and Council policies and procedures, including the Code of Conduct.
- Demonstrating constructive behaviours aligned with Council’s Behaviours Framework to foster a positive, inclusive and high-performing workplace culture.
- Contributing to the achievement of Council’s strategic priorities and operational deliverables, including Making a Better Burnie 2044.
- Maintaining a customer-focused approach in all activities, delivering positive outcomes for the Burnie community now and into the future.

To be successful

- Experience in business process mapping, process improvement, or supporting system and service changes.
- Strong analytical and problem-solving skills, with attention to detail and a focus on quality.
- Clear communication skills and the ability to build positive working relationships with a range of stakeholders.
- A collaborative, customer-focused approach and the ability to manage priorities and meet deadlines.
- Confidence using Microsoft 365 and working with business systems or digital tools in a practical environment.
- A current driver licence.

Desirable: Experience with ERP or accounting systems, and an understanding of Local Government operations.

Who you will work with

Reports to:	Business Systems Developer
1-Up Leader:	Deputy General Manager
Leads:	Nil direct reports

All employees are expected to assist the organisation in achieving strategic and operational objectives, by working collaboratively and inclusively with all internal and external stakeholders, effectively communicating and building trust through mutual respect and accountability.

Other important information

Location: City Offices

Employment type: Fixed Term until 31October 2027



Hours: 38 hours per week

Employment Category: Enterprise Agreement Individual Contract

Classification: Grade 4 – Levels 1 to 5

- *Council is a child safe organisation and adheres to the Tasmanian Child and Youth Safety Standards and related legislation.*
- *From time-to-time, you may be provided with or use equipment that contains electronic monitoring devices.*
- *As part of Burnie City Council's organisational requirements, the successful candidate will be required to supply a National Police Check.*

Other employment information can be found here: <https://www.burnie.tas.gov.au/Council/Careers>