

Position Description



Powering a
Bright Future

Operations Improvement Specialist

Operations

Strategic Operations and Performance

Objectives	<ul style="list-style-type: none">The Process Improvement Specialist is responsible for analysing, designing, and implementing process improvements across Operations to enhance performance, efficiency, quality, and cost-effectiveness. The role partners with cross-functional teams to identify operational issues, streamline workflows, and embed continuous improvement methodologies and process automation.Collaborate with leaders to ensure the efficient and timely delivery of continuous improvement projects, whilst actively engaging with relevant stakeholders in a constructive and action orientated manner
Role Specific Accountabilities	<ul style="list-style-type: none">Proactively identify continuous improvement opportunities in consultation with Leaders and Process OwnersAnalyse end-to-end business processes to identify inefficiencies, bottlenecks, and improvement opportunities. Develop recommendations to optimise workflows, reduce waste, and enhance productivity.Develop, coordinate and maintain a pipeline of change initiatives and improvement opportunities for Operations, aligned with strategic business objectives and in consultation with relevant stakeholdersLead or support improvement projects from planning through to execution.Ensure a strong relationship with stakeholders to build alignment and coordination of finite improvement resourcesPerform business and process analysis, work with leaders and subject matter experts to develop standards, process documentation and change management plans to support implementation and sustained improvementsFacilitate workshops such as root cause analysis, process mapping, and problem-solving, and support teams in implementing standard operating procedures (SOPs)Any other duty or task as reasonably and lawfully directed by TasNetworks

TasNetworks and *you*.

To be
successful in
this role

- Bachelor degree in business, commerce, or other professional competence and experience
- Demonstrated effective process improvement and change management capabilities and experience in a similar role
- Business insight capabilities, with demonstrated ability to monitor existing measures, interrogate monthly results and drive performance improvement through the effective use of dashboards, reports, SAP and similar tools.
- Demonstrated experience in continuous improvement processes such as Lean, Six-Sigma or relevant commercial acumen.
- Demonstrated performance in roles requiring effective communication and interpersonal skills, with the capacity to work effectively across multiple stakeholder groups.
- Proven capability to work effectively within teams, and provide support and coaching to develop capability, whilst effectively managing conflict.
- Ability to work effectively as a team to prioritise and manage stakeholder needs
- Demonstrated Change and Risk Management capability with the ability to develop and implement supporting processes across diverse teams
- High degree of problem solving, organisational, and time management skills
- Excellent written and oral communication skills

Our behaviours **be curious** be **brave** own it

Compliance Requirements

- A satisfactory National Police Record check to confirm eligibility for the role

Reports to:

Leader Program Delivery & Systems

Direct reports:

Nil

Approved:

November 2025

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