

Position Description



Powering a
Bright Future

Operations Improvement Specialist

Operations

Strategic Operations and Performance

Objectives

- 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

- Proactively identify continuous improvement opportunities in consultation with Leaders and Process Owners
- Analyse 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 stakeholders
- Lead or support improvement projects from planning through to execution.
- Ensure a strong relationship with stakeholders to build alignment and coordination of finite improvement resources
- Perform 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 improvements
- Facilitate 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:

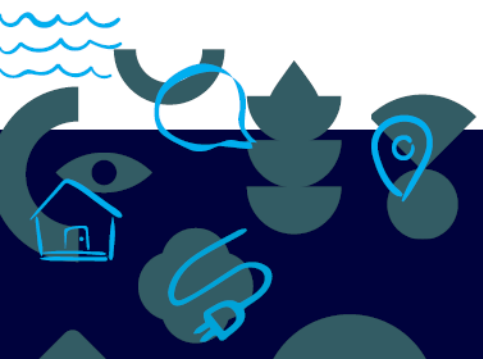
Leader Program Delivery & Systems

Direct reports:

Nil

Approved:

November 2025



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