

## Position overview

<b>Position title</b>	Development Process and Systems Officer
<b>Business unit</b>	Customer Experience
<b>Remuneration type</b>	Indoor EA Level 5
<b>Reports to</b>	Senior Development Process and Systems Analyst
<b>Direct reports (role)</b>	N/A
<b>Locations(s)</b> (Unitywater operates on Kabi Kabi, Jinibara and Turrbal country)	Northern Corporate Centre, Maroochydore with capability to travel to and work from other office locations as required
<b>Success profile</b>	4.3 Improvement Role Success Profile
<b>Delegation level</b>	N/A

## Position purpose

The Development Services Process and Systems Officer will play an important role in enhancing customer experience at Unitywater and in the development industry. As a key member of the Development Experience and Engagement team, they will work closely with the Senior Development Process and Systems Analyst to drive continuous improvement, leveraging data-driven insights to ensure a seamless end to end customer experience for the development industry. The role will work closely with stakeholders like the Development Services branch and industry representatives, with the aim of building trust internally and externally and achieving balanced outcomes for Unitywater, the development industry and the community.

## Position accountabilities

Key functions of the role include:

- Support internal and external stakeholders with a primary focus on improving processes and systems, including but not limited to the CRM.
- Work closely with the team, Development Services branch, and other areas of the business and industry to drive improvements and better outcomes for Unitywater, and industry, driven by data and insights.
- Demonstrate an innovative mindset seeking solutions to exceed customer and industry expectations and drive operational efficiency and improved ways of working through continuous improvement.
- Identify and share insights on solutions to drive positive outcomes.
- Identify, support and resolve strategies to enhance the customer experience and operational excellence through system and process improvements.
- Act as a conduit for development services to provide feedback and support changes related to internal processes, procedures and updates.

- Support with technology and digital solutions to improve the customer experience, operational efficiency, and safety focus of the branch.
- Support with the analysis of data to identify patterns and insights to inform customer experience and operational improvements and prioritisation of actions, ensuring effective and easy to understand communication of insights to the team and key stakeholders.
- Support with ensuring a positive user experience of the CRM and the portal for internal and external stakeholders.
- Support the Senior Development Services Systems and Process Analyst, together with the other functions within Customer Experience and Operations and the broader Development Services team, to support certifier and officer performance through the provision of targeted coaching and uplift initiatives. This will be driven by insights, data from audits, and audit disputes.
- Support with developing and maintaining workforce capability frameworks and planning for the CRM.
- Support and role model the WH&S policies, procedures, and practices of Unitywater as amended from time to time.
- Participate in Unitywater safety audits and inspections to demonstrate visible safety leadership and participation.
- Such other relevant duties as required from time to time which would generally fall within the skill and knowledge requirements for this position.

## Key relationships

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Key working relationships internal and external to Unitywater are:

- Development Services team members
- Growth Infrastructure team members
- Continuous Improvement team members
- TD&S team members
- Key team members within Customer Experience, Legal, Strategic Planning, Private Works, and People Culture and Safety.
- Development Stakeholders, including certifiers and industry groups
- Development customers, including development, homeowners, builders
- Relevant participant council stakeholders and officers
- External organisations as required to keep informed of emerging events, trends, changes, and practices which impact customers or require a change in operations.

## Capability requirements

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The requirements for the position are:

- Experience in defining and refining business processes.
- Excellent understanding of Business Systems Analysis processes, methodologies, tools and deliverables.
- Experience in understanding of project delivery lifecycle, as well as experience with the delivery of technology-enabled outcomes.

Within the context of the duties and accountabilities described above, the ideal applicant will be someone who has:

- Excellent facilitation skills (both individual and group facilitation).
- Ability to present and articulate information using a variety of verbal, written and visual methods to a diverse range of audiences.
- Ability to work with people at all levels.
- A strong commitment to delivering exceptional customer service.
- Strong problem solving and analytical abilities.
- Microsoft product skills: Word, Excel, Visio, PowerPoint.
- C Class Driver's Licence.

## After Hours Service

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This role may be required to participate in after-hours work and be part of an on-call roster as the need may arise to ensure the continuity of service to Unitywater's customers.

## One Unitywater Behaviours

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The One Unitywater Behaviours define how we work together at Unitywater. They guide our everyday interactions, influence how we make decisions, drive us to achieve our strategy and help us to create our One Unitywater culture together.

*Create the Future* is about seeking to learn through new ideas and innovations, planning strategically, adapting to challenges and steering Unitywater towards a sustainable future.

*Care Together* is about fostering a culture of safety, collaboration, and customer-focused service. It's about creating a workplace where people feel valued, work inclusively and deliver outstanding outcomes for our customers.

*Own It* is about taking responsibility for our actions, being transparent and accountable, and striving for excellence in everything we do. It's about demonstrating integrity, welcoming feedback and ensuring we follow through on commitments.