

Catholic Development Fund Position Description

Position title	Continuous Improvement Specialist – Client Services Group
Department	Client Services
Reports to	Executive Manager Client Experience
Number of direct reports	N/A
Location	East Melbourne

CDF overview

Working with the Catholic Development Fund (CDF) you will be working with a values-based financial organisation that puts people and communities ahead of profit. You will see over time, through our projects, products, and priorities, that this is not just something we preach, it's something we practice.

Being part of our team, you have the opportunity to build on work that has so far helped deliver billions of dollars in support of education, healthcare, social services and aged care. Your work will not only support the commitments and interests of our Archdiocese and our parishes but also the broader community, who benefit directly and indirectly from the services we build and support.

If you are Catholic, working with CDF is a great way to put your faith into meaningful action. If you are non-Catholic but want to use your talents, energy and experience to help others, CDF is a great place to do that, too.

Position purpose

The Continuous Improvement Specialist is focused on driving process improvement initiatives that sustainably improve client and employee experiences and improve business performance.

Working closely with the Executive Manager Client Experience and a variety of stakeholders, you will be responsible for mapping inputs and outputs of defined business processes and for recommending ways to improve efficiency, reduce cost or increase customer satisfaction. This role will actively champion continuous improvement and will help embed a continuous improvement culture through provision of guidance and support to improve the outcomes of various business processes.

Position responsibilities

- Assist the Executive Manager Client Services to embed a Continuous Improvement culture within the Client Services teams
- Work with front-line staff, identifying improvement opportunities and coaching employees on how to work more efficiently
- Determine operational objectives by studying business functions; gathering information; evaluating output requirements
- Provide process flows for as is and to be functions and processes
- Improve processes by studying current practices
- Recommend controls by identifying problems
- Monitor project progress by tracking activity; resolving problems; publishing progress reports; recommending actions
- Contribute to team effort by accomplishing related results as needed

- Perform daily, weekly and monthly reviews and analyses of current processes using operational metrics and reports
- Understand and communicate the financial and operational impact of any changes
- Suggest changes to senior management using analytics to support your recommendations
- Actively participate in the implementation of approved changes using an agile approach
- Deliver projects in line with organisational plans
- Create informative, actionable and repeatable reporting that highlights relevant business trends and opportunities for improvement
- Conduct insightful, ad hoc analyses to investigate ongoing or one-time operational issues
- Provide detailed procedure documents and work instructions to assist with embedding change

Position requirements

Key Competencies	<ul style="list-style-type: none"> • Ability to impact operations and effect change • Detail oriented, analytical and inquisitive • Ability to work independently and with others • Extremely organised with strong time-management skills and proven ability to prioritise • Excellent verbal and written communication skills • Demonstrated experience in problem solving • Critical thinking and an ability to synthesise information in a meaningful way • Ability to maintain and build relationships with internal and external stakeholders
Experience/Qualifications	<p>Essential</p> <ul style="list-style-type: none"> • Previous experience in a Continuous or Business Improvement role • Agile Certified • Demonstrated understanding of Lean Six Sigma practices <p>Desirable</p> <ul style="list-style-type: none"> • Relevant graduate business qualifications • Delivery of Lean Six Sigma Green Belt projects • Previous experience in a financial institution • Previous experience in a Catholic Church organisation
Key Stakeholders	<p>Internal</p> <ul style="list-style-type: none"> • Relationship Managers • CEO and Executive Team • CDF departments <p>External</p> <ul style="list-style-type: none"> • Transaction banker (NAB) • Investors and borrowers – Parishes, schools, congregations, welfare organisations, hospitals and aged care operators. • Prospective clients; • Service providers (Vix Verify, Ultradata etc.) • Management and staff of Catholic Education Melbourne, Catholic Education Office Sale. Catholic Education Office WA.

	<ul style="list-style-type: none"> • Management and staff Archdiocese of Melbourne, Diocese of Bunbury and Diocese of Sale (Owners)
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CDF's employee values

Values – CDF is practically tasked with the provision of capital to Catholic organisations to support their growth and it does so consistent with the mandate above. The manner in which CDF seeks to undertake its work is also guided by scripture. The following scripture have been identified as particularly relevant:

- Care for others – *‘I give you a new commandment: love one another; you must love one another just as I have loved you. It is by your love for one another, that everyone will recognise you as my disciples.’* John 13:34-35
- The importance of wealth – *‘Do not lay up for yourselves treasures on earth, where moth and rust destroy and where thieves break in and steal, but lay up yourselves treasures in heaven, where neither moth nor rust destroys and where thieves do not break in and steal. For where your treasure is, there your heart will be also.’* Matt 6:19-21
- Sharing wealth – *‘And the crowds asked him, “What then shall we do? And he answered them, “Whoever has two tunics is to share with him who has none, and whoever has food is to do likewise.”’* Luke 3:10-11
‘Jesus looked up and saw the rich putting their gifts into the offering box, and he saw as poor widow put in two small copper coins. And he said “Truly, I tell you, the poor widow has put in more than all of them. For they all contributed out of their abundance, but she out of her poverty put in all she had to live on”.’ Luke 21:1-4