

Role Title	Process Improvement Advisor	Function	IDEA Services
Reports to	Service Excellence Change Lead	Role Level	To be confirmed
Direct Reports	None	Last Updated	October 2026

Tō Mātou Kaupapa | Our Mission

E tautoko ana te IHC i ngā tika, te whakaurunga me te oranga o te hunga hauā hinengaro, ā, e tautoko ana i a rātou kia ora i roto i te hāpori. Ko te pūtake o ā mātou mahi he whanaungatanga pakari ki te tangata, ki te whānau me ngā hāpori, e waihanga ana i ngā whai wāhitanga mō te hunga hauā hinengaro kia mōhio, kia maia, kia rangona, kia whai uara hoki.

IHC advocates for the rights, inclusion and welfare of people with intellectual disabilities and supports them to live satisfying lives in the community. Our work is grounded in strong relationships with people, whānau and communities, creating opportunities for people with intellectual disabilities to be informed, confident, heard and valued.

Our values guide how we work:



Respect



Inclusion



Empowerment

Te Kaupapa o te Tūranga | Role Purpose

To facilitate practical process improvement across IDEA Services, working alongside service leaders, frontline teams and enabling functions to understand how work happens today and co-design simpler, more effective ways of working.

The role initially focuses on reducing Service Manager administration and releasing time for leadership and support, while contributing to priority improvements across the wider Service Excellence Change Programme. It takes improvements beyond process mapping into testing, implementation and measurable benefits.

Ngā Haepapa Matua | Key Accountabilities

Facilitate discovery and co-design

- Lead inclusive, practical conversations and workshops with people who do the work to understand current processes, workarounds and pain points.
- Create clear, accessible current-state process maps showing steps, hand-offs, roles, duplication and unnecessary effort.
- Help groups question assumptions, identify root causes and agree what a better future state should achieve.

Process Improvement Advisor

Role Description

Simplify and redesign processes

- Co-design practical future-state processes that stop, simplify, standardise or reduce unnecessary steps, approvals and administration.
- Work across Services and enabling functions to clarify process ownership, accountabilities and information needs.
- Identify where existing technology or automation may help and partner with IT or technical specialists where required.

Implement and demonstrate improvements

- Support prioritised improvements from discovery through testing, documentation, implementation and refinement with users.
- Work with the Service Leadership Working Group and other Service Excellence initiatives, as directed by programme priorities.
- Gather evidence of reduced workload, improved clarity, simpler processes and time released for higher-value service activity.

Ngā Hononga Matua | Key Relationships

Internal	External
Service Managers; Area and Regional Managers; Service Leadership Working Group; Service Excellence workstream leads; IT, Finance, People and Quality teams.	External service or technology partners, where required for agreed improvements.

Ngā Pūkenga me ngā Āhuatanga | Skills & Attributes

You are a confident facilitator and practical improvement thinker who can turn complex conversations into clear, workable changes. You listen, challenge constructively and build ownership with the people affected.

Facilitation and engagement: Draw out diverse perspectives, manage group discussions and build shared understanding.

Process thinking: Map current and future processes simply and accurately, without unnecessary technical complexity.

Analysis and curiosity: Ask probing questions, identify root causes and challenge duplication and low-value work.

Co-design and influence: Build trust across teams, navigate differing needs and help people shape workable solutions.

Delivery and communication: Document clearly, organise testing, follow through and demonstrate improvement benefits.

Process Improvement Advisor

Role Description



Wheako me te Mātauranga | Experience & Knowledge

Essential

- Experience facilitating process discovery or improvement workshops; mapping processes; working across stakeholders; and supporting practical implementation. Strong communication and ability to use straightforward mapping tools are essential.

Preferred

- Experience in disability, health or other complex service environments; continuous improvement methods; and working with digital or automation specialists. Advanced process-modelling platforms such as Nintex are not required.