ARMIDALE Regional Council



Careers

Coordinator Business Improvement

Job No: JR348	**Employment Status:** Full time
Location: Armidale	**Closing Date:** 29 November 2026

Drive Efficiency. Lead Change.

Let's start with the important stuff. This role includes:

- **Salary from $111,472** per annum (plus super) based on a 35-hour week.
- Flexible working provisions and a 9-day fortnight
- Generous leave entitlements.
- Gym discounts

Reporting to the Manager Information Services, this role will be the driving force behind Armidale Regional Council's digital transformation. The Coordinator Business Improvement will manage a $2M capital budget and lead a dedicated project team to integrate and modernise our business systems across the region.

Your mandate includes:

- Leading the end-to-end planning and delivery of system enhancements and workflow optimisation.
- Bridging the gap between technical infrastructure and operational business needs.
- Ensuring robust risk mitigation, change management and corporate governance.
- Advising the executive team on emerging technologies and digital strategy.

About You

You are a decisive, analytical leader who thrives in complex environments. You know how to dismantle inefficiencies and drive structural change without burning bridges.

To succeed, you must bring:

- **Leadership:** Proven experience managing multidisciplinary teams and driving performance.
- **Execution:** A formidable track record in delivering large-scale business improvement projects.
- **Technical Acumen:** Deep knowledge of business systems, data governance and integrations.
- **Influence:** Exceptional negotiation skills to secure executive buy-in and overcome internal resistance.

At Council, we're committed to fostering a positive and inclusive workplace culture built on wellbeing, inclusion, commitment and transparency. These values guide how we work together and how we serve our community.

We're looking for people who not only reflect these values but also inspire and support others to do the same.

If you're ready to make a meaningful contribution in a role that creates real impact, we encourage you to apply.

ARMIDALE Regional Council

Careers



Are you driven to improve community outcomes and liveability, while collaborating with a team of passionate professionals? Discover how you can contribute with the Information Services team below."

In your application, tell us about…

- What would you bring to the ARC team, and why do you think you'd be a good fit?
- How does this role fit into your longer term career goals?
- What sets you apart from other candidates applying for this role?

Please include your CV. We also want you to upload a video of yourself (no longer than 3 minutes*) answering the following:

- Briefly introduce yourself,
- Describe a time you overhauled an inefficient business system against significant internal resistance, and tell us
- How do you manage a team navigating conflicting demands, tight deadlines, and operational noise?

*Please note only .mov, .mp4, .wmv, and and avi. files are accepted with a size limit of 50mb.

Please note:

- *Only the five (3 written, 2 video) questions need to be addressed in your application, however your resume and cover letter will be assessed against the full list of Essential Criteria located within the Position Description attached to this advertisement.*
- *You will also be required to attach PDF copies of your qualifications, tickets &/or accreditations to your application.*

Are you ready to be part of reviving the region and join the Information Services team?

- If you would like further information on the role, please contact Richard Cadet, Manager Information Services on 02 6770 3644 for a confidential discussion.
- Armidale Regional Council is an inclusive employer that does not discriminate based on race, religion, national origin, gender identity or expression, sexual orientation, age, or marital, veteran, or disability status.
- Council recognises the unique skills and attributes demonstrated by service personnel in their service to our country and applications from ex-service personnel are welcome. All applicants who are veterans will be provided with specific feedback on their application if they are unsuccessful. The Local Government Rank to Grade Guide was developed to help both hiring managers and veterans understand how ADF skills and experience align with public sector jobs. You can use this guide as a tool to help you identify where your skills and qualifications align you to. For further information, and to access this guide, please click Here.