### TSC Category
General Management

### TSC
Organisation Management

### TSC Description
Oversee and manage centre operations to drive operational excellence

<table>
<thead>
<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
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<th>Level 6</th>
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<td>TAE-SPI-4010-1.1</td>
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<td>TAE-SPI-5010-1.1</td>
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<tr>
<td>Implement organisational policies and processes to drive operational excellence</td>
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<td>Establish strategic direction and lead development and evaluation of organisation's policies and processes</td>
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### Knowledge
- Business objectives and strategic priorities
- Organisation vision, mission, and values
- Regulatory and industry standards that will impact organisational policies and processes
- Methods for implementing operational policies and processes
- Methods to conduct impact analysis
- Methods to drive adoption of operational policies and processes across the organisation
- Stakeholder management strategies
- Methods for managing teams
- Communication strategies
- Methods to collect operational performance data
- Key performance indicators to track and monitor the efficiency of operational processes
- Strategies for defining organisation’s vision, mission and values
- Methods to translate the organisation’s vision, mission and values into strategic planning and processes
- Strategies for leadership, direction and governance
- Tools to evaluate overall centre operations
- Methods and models to evaluate potential operational improvements
| Abilities |
|-----------------|-----------------|-----------------|
| • Oversee the implementation of organisational policies and processes  
• Ensure policies and processes align with regulatory and industry standards  
• Manage operational and performance issues across teams and departments  
• Identify critical internal and external stakeholders  
• Drive the integration of the organisation’s vision, mission, and values across operational processes and teams  
• Monitor the efficiency of work processes using key performance indicators  
• Propose improvements to drive operational and service excellence  
• Manage the implementation of operational changes  | • Identify key business objectives and strategic priorities that drive organisational growth  
• Establish the organisation’s vision, mission, and values  
• Champion the integration of the organisation’s vision, mission and values across all processes  
• Develop operational processes which align with regulatory and industry standards  
• Provide leadership, direction and governance to team leads  
• Lead and integrate cross-functional projects and initiatives  
• Resolve escalated operational and performance issues  
• Determine key performance indicators to track and monitor the efficiency of operational processes  
• Evaluate operational processes and impact on service delivery  
• Spearhead improvements to operational processes  
• Lead the implementation of operational changes |