



**Position Title: Team Leader, Vendor Management**

<b>Classification</b>	HSO Level G10
<b>Employment Instrument</b>	Health Salaried Officers Agreement
<b>Organisation</b>	Health Support Services
<b>Business Unit</b>	ICT
<b>Function</b>	Applications
<b>Location</b>	Perth Metropolitan Area

**KEY ROLE STATEMENT**

As part of the Health Support Services (HSS) ICT Business Unit, the Team Leader, Vendor Management is responsible for:

- Manage strategic vendor relationship
- Manage vendor performance to agreed-on SLAs & KPIs (including rebate management)
- Issues management
- Invoice & spend management
- Software license management

The role provides specialist advice and guidance on vendor management, governance issues, and activities. The position is responsible for timely review and analysis of vendor service delivery and relationship results and identifying and recommending improvement opportunities to redress deficiencies and strengthen existing governance or control arrangements.

**REPORTING RELATIONSHIPS:**

Portfolio Manager, Corporate & Hospital Admin Systems  
HSO Level G12



Manager, Corporate Systems  
HSO Level G11



**This position**



Directly reporting to this position:

Title	Classification	FTE
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**ORGANISATIONAL CONTEXT:**

Health Support Services (HSS) is the shared service centre for the WA public health system. We provide a suite of services to more than 50,000 employees across WA's public health services and hospitals. Our services include:

- Information, communication and technology services (ICT)
- Procurement and supply
- Workforce services, including payroll, recruitment and appointment and workforce data
- Financial services
- Delivery of customer-driven programs and projects

Our vision is to provide great services to our customers, be known as a valued partner, and support the health of all Western Australians. We seek to achieve this by delivering on our purpose of supporting our customers to provide excellent health care.

Whether you work in our corporate offices, at our customer sites, or out at our warehouses – collectively, our focus is on providing simple, reliable, responsive and sustainable services.

We are a workforce of over 1,200 innovative, dedicated and enthusiastic people. We embrace diversity and believe that our best services come from a workplace where varied perspectives and experiences are welcomed and encouraged.

We are undergoing a major business transformation to establish HSS as a modern shared services organisation and we're seeking the right people to grow our team. It is an exciting time in the health sector and a defining period for HSS.

**HSS VALUES**

**We put our customers at the heart of what we do**



**We value and care for each other**



**We promise, we own, we do**



**We will find a way**



**We make a difference together**

Our values guide our behaviours and the way we interact with our customers and each other.

**BUSINESS UNIT ROLE:**

We are one of the largest in-house ICT service providers in Western Australia, with over 500 ICT professionals working within our diverse and dynamic team. We provide over 400 fundamental clinical and non-clinical applications used by WA health professionals to deliver world class healthcare services. These applications are housed on cloud-based infrastructure, accessed using WA Health devices and via WA Health networks, all protected by an array of cybersecurity capabilities.

In addition, we are helping deliver an extensive portfolio of innovative technology projects in Western Australia aimed at delivering new and exciting digital health capabilities for the future.

The HSS ICT business unit comprises six functions: Planning and Architecture, Applications, Service Operations, Cyber Security, Risk Management and Infrastructure and Technology

Governance and Performance, who work together to provide 24/7 end-to-end ICT services for the Department of Health, and 8 Health Service Providers with operations spanning the length and breadth of Western Australia.

## POSITION RESPONSIBILITIES:

### **HSS Leaders and Managers:**

- Contributes to the strategic and operational governance of the Health Support Services as a member of the extended leadership team.
- Contributes to setting strategic business direction and achieving corporate goals, including quality improvement and developing a dynamic and innovative organisational culture where employees put our customers at the heart of what they do.
- Contributes to the Health Support Services transformation and continual improvement objectives through constructive transactions with stakeholders and customer agencies.
- Empowering leadership and direction of the relevant area, ensuring objectives are transformed into actions and goals are achieved.
- Contributes to the effectual working and image of Health Support Services as a team supporting the achievement of the broader WA health system's objectives.
- As a leader, at all times models behaviour consistent with organisational values, including probity and accountable and ethical decision-making.

### **HSS Management:**

- Promotes a customer-centric culture and a team-based approach based on the Health Support Services values and strategic priorities.
- Champions collaboration, continual improvement and quality management.
- Builds and supports alliances with stakeholders, customer agencies and within Health Support Services to enable the achievement of the organisation's operational and transformational priorities.
- Ensures the work environment is safe, fosters equity and diversity, and enables the achievement of personal and team goals.
- Allocates resources (including financial and human) to achieve optimum effectiveness and efficiency in the delivery of outcomes within service, cost and time expectations.
- Mentors and develops staff and teams to ensure the organisation meets executive, stakeholder and customer expectations.
- Identifies and mitigates risks to current and future service delivery.
- Provides subject expert advice to the Senior Leadership Team where relevant.
- Ensures all contracted services meet agreed timelines, outcomes, deliverables, and are achieved within agreed budget.

### **HSS Participation (Team):**

- Manages and contributes to the well-being and achievements of the team.
- Ensures staff and team members are held accountable for demonstrating the HSS values.
- Sets clear standards for performance, providing support when required and acknowledging individual and team achievements.
- Promotes self-development amongst team members, providing opportunities for further learning.

### **HSS Participation (Self):**

- Maintains the HSS "Think Customer First" culture and demonstrate a constant approach to the organisation, values and behaviours.

- Contributes effectively to business improvement and change management activities.
- Undertakes all duties in accordance with the WA health system's Code of Conduct, WA Public Sector Code of Ethics, Occupational Safety and Health and Equal Employment requirements, and other relevant legislation.
- Proactively contribute in maintaining the HSS Occupational Safety and Health Management (OHS) Framework.
- Takes personal accountability of own performance, and participates in all performance development activities.
- Collaboratively engages with team members, encouraging discussion whilst harnessing different viewpoints creating positive outcomes for key stakeholders.

## **Role Specific Responsibilities and Key Outcomes:**

### **Contract Management - Vendor**

- Liaise with HSS Procurement and Supply Business Unit procurement partners to review, provide input and revise vendor contracts as required.
- Provides informed advice and recommendations into the review and amendment of contract terms and conditions and possible contract improvement to ensure they meet the needs of HSS.
- Leads and guides the development and maturation of Service Level Agreements (SLA), Key Performance Measures, and targets between HSS and the Vendors.

### **Stakeholder Engagement and Coordination**

- Establishes and maintains effective links and promotes engagement between departmental staff, vendors and relevant stakeholders to promote an understanding of contract requirements, obligations and service delivery targets.
- Seeks and obtains stakeholder feedback to ensure Vendor developed solutions and service provision meets expectations.
- Builds strategic alliances with Vendors, stakeholders, and interest groups across HSS to enable the development, acceptability and achievement of designated outcomes and to promote service capabilities.

### **Vendor Relationship Management**

- Develops and maintains collaborative and collegial working relationships with Vendors associated with the execution and/or management of contracts and promotes problem-solving, teamwork and risk sharing.
- Provide consistent, highly valued ICT communications to Vendors in a timely, consistent and engaging manner.
- Develops and sustains positive and collaborative relationships with Vendors to ensure that the commercial aspects of contracts are known and managed effectively.

### **Vendor Requests and Orders**

- Assists the ICT senior leadership team in assessing and prioritising system or application change proposals' considering business and contract implications, and responding with innovative commercial strategies and options.
- Evaluate variation proposals and contract term interpretations and provide appropriate recommendations to the relevant stakeholders.
- Manages change control concerning HSS Vendor-related requests within the project's delegated authority framework.

### **Commercial Management**

- Provides advice and recommendations to the Director regarding appropriate contractual or relationship actions in response to measured performance.

- Monitors contractual obligations and otherwise ensures that HSS's contractual or commercial position is not disadvantaged through failure to take appropriate action.
- Oversees the review, validation and approval of invoices and rebates ensuring they reflect agreed contract terms.
- Prepares briefings, reports, ministerial correspondence and analytical documents specific to Vendor management activities.
- Manages the licensing requirements attached to the HRMIS and ensures effective planning, administration and governance of license conditions, costs and risks.

### **Vendor Performance**

- Tracks, measures, reports, and evaluates Vendor performance to ensure deliverables and agreed service delivery levels align with contractual obligations and provides accurate and timely information to key stakeholders, including the Director and HSS Executives.
- Make determinations of daily performance matters to verify and proactively manage the Vendor's general performance.
- Ensure HSS needs for due diligence, risk assessment, and continuing Vendor monitoring are being accomplished.
- Leads and manages, as appropriate, the periodic assessment and review of Vendor performance and provides detailed analysis and reports to assist in making informed decisions on future or ongoing Vendor service delivery.
- Creates and utilises data sets and information to identify areas of strength and weakness in Vendor management, performance and compliance.

### **Vendor and Contract Risk Management**

- Participates in regular Vendor management meetings to obtain ongoing progress updates and discuss and resolve contract or relationship issues and other operational activities.
- Identifies risks or issues arising from Vendors and assists with mitigation and dispute resolution where required.
- Provide high-level advice and guidance to Vendors, suppliers and service providers to resolve contract or relationship problems.

### **Contract and Category Management**

- Maintains sound Vendor and contract management documentation and records to a standard suitable for audit.
- Contributes to the design, development and implementation of continuous improvement initiatives and area-wide business processes that mitigate risk and improve the effectiveness and efficiency of Vendor related services.

### **Vendor Roadmap**

- Provide informed advice on Vendor capability, service delivery and performance in product roadmap management decisions ensuring application service needs remain current and relevant to the customer.
- Maintains a clear understanding of service delivery priorities and regularly liaises with Vendors to meet HSS business needs.

### **Leadership and Management**

- Designs and implements policies, standards and guidelines for Vendor management and service delivery within the Applications Group.
- Contributes to the development of Applications Group Strategic and Business Plans.
- Implements and maintains performance management systems for staff within the area of control.
- Works collaboratively with other leadership teams within HSS and stakeholders to achieve objectives.
- Ensures compliance with the ICT's standards and frameworks for accountability and ensures documents and procedures align with standards and expectations.

- Reviews and analyses results from audits, reviews and performance evaluations and identifies improvement opportunities to strengthen existing governance arrangements.

### **People Management**

- Promotes excellence in service delivery by facilitating the professional development of employees, and ensuring access to current and appropriate training.
- Manages and makes judgements about the performance of employees in relation to a performance management process and established performance agreements.
- Ensures that the principles of equity and equal employment opportunity are adhered to at all times.
- Oversees processes for the selection of team members.
- Works collaboratively to achieve the effective delivery of services and the allocation of resources in accordance with business plans.

### **Other**

- Responsible for provision of a safe working environment for staff within the area of control.
- Other duties as directed.

## **SELECTION CRITERIA:**

### **ESSENTIAL CRITERIA:**

1. Considerable experience in providing commercial leadership and management within a large, complex ICT working environment.
2. High level communication and interpersonal skills including the ability to liaise, negotiate and influence across a range of contexts.
3. Demonstrated extensive experience in the planning, development and/or management of contracts and vendors to meet the strategic and operational business needs.
4. Demonstrated experience in monitoring performance of ICT contracts, engaging with vendors and ensuring the delivery of services to agreed standards, and performance and ongoing growth of relationships.
5. Demonstrated comprehensive understanding of ICT issues, trends and requirements, including the ability to translate understanding into the design of effective contract, commercial and vendor governance requirements.
6. Well-developed conceptual and analytical skills including the ability to provide innovative solutions to resolve complex problems and issues.
7. Extensive knowledge of the ITIL Framework.
8. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Workplace Safety & Health, and how these impact on employment and service delivery.

### **DESIRABLE CRITERIA:**

1. Tertiary qualification in Information Communication and Technology, Commerce or a related discipline.
2. Appropriate knowledge of the WA State Supply or Procurement Acts and standards.

### **APPOINTMENT FACTORS**

Appointment is subject to:

- Completion of 100 point identification check
- Successful Criminal Record Screening Clearance
- Successful Pre-Employment Integrity Check

- Pre-Employment Health Assessment

The details contained in this document are an accurate statement of the deliverables and other requirements of the job.

<b>Version control</b>	<b>Description</b>	<b>CRC Approval Date</b>	<b>Registered Date</b>
Vs 1.0	JDF Created	18/10/2023	6/03/2024