



Position Title: Manager, Procurement Systems and Analytics

Position number	00014325
Classification	HSO Level G9
Employment Instrument	Health Salaried Officers Agreement
Group	Health Support Services
Business Unit	Procurement and Supply
Location	Perth Metropolitan Area

KEY ROLE STATEMENT

As a member of the Health Support Services (HSS) Procurement and Supply Business Unit, the Manager, Procurement Systems and Analytics is responsible for:

- Managing, maintaining and configuring current and future procurement and supply systems to improve effectiveness and efficiency for users;
- Managing and maintaining procurement and supply data including catalogues, invoice flows and master data;
- Leading the selection, deployment, and use of data resources, analytical tools and methodologies to provide spend, procurement, compliance and supply intelligence to support category management, supply strategies, decision making and performance; and
- Providing insights and reports for WA health system customers on spend, compliance and other regular and ad hoc requirements that are deemed strategically important for the WA health system.

REPORTING RELATIONSHIPS:

Director, Purchasing, Systems and Analytics
HSO Level G10



Manager, Procurement Systems and Analytics



Directly reporting to this position:

Title & Position Number	Classification	FTE
TBD	TBD	TBD

ORGANISATIONAL CONTEXT:

Health Support Services (HSS) provides value for money corporate support services to the WA health system through skilled and motivated people. This includes delivering business focused financial, ICT, supply and workforce services within an environment of standardised systems and processes.

HSS provides its services within a framework of established values and behaviours based on achieving the corporate service standards and expectations of our customers.

With a commitment to equity and diversity, relationships are based on trust, mutual respect and the acceptance of responsibility and accountability. HSS is committed to employee career development and professional learning.

GROUP CONTEXT STATEMENT:

On 1 July 2016, in accordance with the *Health Services Act 2016* (WA), HSS was established as a Chief Executive-governed Health Service Provider that is a statutory authority accountable for the delivery of corporate support services.

HSS supports the WA health system in the effective delivery of health care through the provision of technology, supply, workforce and finance services.

HSS is committed to enhancing customer experience by delivering high quality services to customers. HSS strives to create value for customers through economies of scale as well as centres of expertise, and to provide services that are competitive in quality, cost and responsiveness.

HSS actively seeks to empower a “Think Customer First” culture with skilled, motivated and experienced teams that deliver a range of services within an environment that continually seeks to understand the needs of our customers and to improve efficiency, processes and procedures where this adds value for customers.

HSS STRATEGY

Vision

Enable better health care

Mission

To deliver high quality services to support the delivery of optimal patient care

Values

Behaviours



Think customer first

We put our customers first in everything we do.
We listen to our customers; they know their business best.
We engage proactively with our customers to find the best solution.



We promise, we own, we do

We commit to delivery – we do what we say.
We take personal ownership – we own the problem and the outcome.
We take responsibility for our decisions and actions.



We will find a way

We focus on solutions, not problems.
We think creatively to develop new and better ways of delivering on our promises.
We embrace a positive ‘Yes, we can’ attitude.



We make a difference together

We work together to make a difference to those delivering patient care.
We are open and learn from our mistakes and our successes.
We speak up, we listen and we take collective action.

HSS' mission is to deliver high quality services to support the delivery of optimal patient care.

BUSINESS UNIT ROLE:

The HSS Procurement and Supply Business Unit is responsible for providing procurement and supply chain services across the WA health system, covering clinical, ICT and other health care-related business contracts. The services it provides include inventory management and logistics, sourcing, supplier relationship management, contract management, purchasing and broader category management as well as procurement analytics and oversight.

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 the setting of strategic business direction and the achievement of corporate goals, including quality improvement, and the development of a dynamic, innovative and “Think Customer First” organisational culture.
- 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 effective 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-focused 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 organisations 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 (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.

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.

Role Specific Responsibilities and Key Outcomes:

- Manages, maintains and configures current and future procurement and supply systems to improve effectiveness and efficiency for users.
- Manages and maintains all procurement and supply data including catalogues, invoice flows and master data.
- Implements and configures changes to supply system to improve users’ experience and improve value realisation and compliance.
- Identify, develop, select and deploy data resources and contemporary analytical tools and methodologies which enable strategic reporting, analysis and predictive modelling to inform and support procurement/category, management/supply and customers to reduce costs and supply risk.
- Leads the design and implementation of effective metrics and reports to provide insights as requested into the performance of individual procurement arrangements, spend and supply operations.
- Leads, manages and develops the analytics team to continually improve the quality of analysis provided at all stages of the procurement process and integrates its use into procurement decision-making and spend management.
- Ensures quality of information and reduces errors by overseeing all analytics operations.
- Maintains strong customer focus by providing timely, accurate and insightful reporting.
- Extracts reports from multiple sources (e.g. operations, IT, customer feedback).
- Builds systems and tools to transform raw data into actionable business insights.
- Applies industry knowledge to interpret data and improve performance.

SELECTION CRITERIA:

ESSENTIAL CRITERIA:

1. Significant experience in working with customers to understand their business problems/challenges and translating these into systems improvements or analytics insights.
2. Significant experience in managing, maintaining and configuring procurement and supply business systems and data to improve efficiency and effectiveness for users.
3. Significant experience in managing teams to contributing reports, information and insights to assist procurement, supply and customers to improve efficiency and effectiveness.
4. Demonstrated high level interpersonal, communication, relationship building and consultative skills including the ability to build and maintain effective working relationships at all levels.
5. Significant experience in developing staff and team to reach their potential.
6. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety & Health, and how these impact on employment and service delivery.

DESIRABLE CRITERIA:

1. Tertiary qualification in business, procurement, IT or related discipline.
2. Relevant professional qualification, i.e. CIPSA membership or MCIPS.

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.

DIRECTOR HR & CAPABILITY

SIGNATURE _____

DATE _____

EXECUTIVE DIRECTOR

SIGNATURE _____

DATE _____

Document Version Control

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