

Position Title: Manager, Warehouse Operations

Position number	00014319
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, Warehouse Operations contributes to the delivery in full and on time of goods to customers by:

- Managing operation and staff within a large distribution centre;
- Maintaining accountability for the receipting, dispatch, picking and transport functions;
- Monitoring and developing performance and service in accordance with Service Level Agreements; and
- Developing and managing staff, rosters and workload to meet or exceed KPI targets and in accordance with budget constraints.

REPORTING RELATIONSHIPS:

Director, Warehousing and Logistics
HSO Level G12



Manager, Warehouse Operations



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 across procurement for the WA health system, 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 demonstrates 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 contributes 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 the supply operations to impress locations and hospital sites in compliance with HSS’ policies and vision.
- Ensures the effective planning and management of logistics and stock control to ensure that quality objectives and delivery deadlines are met.
- Oversees the put away, pick, pack, dispatch and maintenance operations.
- Responsible for managing staff at large distribution centre of over 50 people, including ensuring appropriate training is received and performance management activities are carried out.
- Responsible for managing budgets and maintaining statistical and financial records.
- Ensuring compliance with health and safety legislation including maintaining standards of health and safety, hygiene and security.
- Develops and implements leading and lagging HSE measures to ensure continued improvement in safe outcomes at the State Distribution Centre (SDC).
- Monitors performance and services in accordance with Service Level Agreement and takes appropriate remedial action.
- Responsible for reviewing processes and systems at the SDC to ensure continuous improvement and in both the efficiency and effectiveness of the end-to-end supply chain.
- Reviews the end-to-end supply chain to reduce the cost to serve include resource allocation, transport costs, equipment purchase and hire and all other costs associated with the management of the SDC.
- Develops and monitors KPI applicable to the section to ensure continuous improvement within the function.
- Along with the Manager, Inventory, accountable for minimising the cost of ullage including lost and damaged stock.

- Initiate, coordinate and enforce optimal operational policies and procedures.
- Maintains a customer focus on service delivery including elements of supplier performance management, development and maintenance of Service Level Agreement standards, and continuous improvement.
- Contributes, defines and implements strategies to monitor performance, identifying success and puts in place plans to address areas of improvement.
- Supports and participates in the development and implementation of HSS' strategy through various transformation programs.
- Provides senior leadership to the Business Unit and HSS Leadership Group.

SELECTION CRITERIA:

ESSENTIAL CRITERIA:

1. Demonstrated experience managing warehousing and logistics operations to support delivery in full and on time, whilst minimising safety, investment and obsolescence risk.
2. Demonstrated track record in improving warehousing operations to increase effectiveness and efficiency.
3. Demonstrated experience in improving safe outcomes within a large distribution centre or similar operation
4. Experience in managing customer relationships to improve customer satisfaction.
5. Demonstrated experience in planning and managing human, physical and financial resources.
6. Demonstrated experience to provide leadership with experience in improving team culture to support a customer-first approach.
7. 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. Supply chain or warehousing qualification
2. Safety qualification

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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