

**Position Title: Manager, Customer Supply**

<b>Position number</b>	00014320
<b>Classification</b>	HSO Level G9
<b>Employment Instrument</b>	Health Salaried Officers Agreement
<b>Group</b>	Health Support Services
<b>Business Unit</b>	Procurement and Supply
<b>Location</b>	Perth Metropolitan Area

**KEY ROLE STATEMENT**

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

- Managing and coordinating the supply operations of the warehouse and distribution section across a number of hospital and customer locations;
- Identifying and implementing continuous improvement initiatives to maximise the customer experience across a range of hospital locations;
- Managing inventory levels across a range of locations to minimise the risk of oversupply, stock outs, working capital impact and in accordance with Service Level Agreements, taking remedial action where necessary; and
- Developing customer facing staff and customer relationships to improve overall customer satisfaction.

**REPORTING RELATIONSHIPS:**

Director, Warehousing and Logistics  
HSO Level G12



**Manager, Customer Supply**



Directly reporting to this position:

<b>Title &amp; Position Number</b>	<b>Classification</b>	<b>FTE</b>
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



*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.

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

- Manages the supply operations to imprest and hospital locations in compliance with HSS' policies and vision.
- Develops and manages customer relationships, including issue resolution and advice and guidance on Warehouse and Distribution and supply related matters.
- Creates an agile system to ensure ongoing changes can be made to deliver the varied expectations of customer groups.
- Ensures the effective planning and management of logistics and imprest and hospital stock control to ensure that quality objectives and delivery deadlines are met.
- Responsible for supervising staff, including ensuring appropriate training is received and performance management activities are carried out.
- Works with key customer stakeholders to manage working capital in imprest locations on behalf of HSPs.
- Implements continuous improvements programs to improve efficiency of imprest locations at hospitals to minimise the time critical operational staff, such as nurses, spend on inventory related activities.
- 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.
- Reviews Warehouse and Distribution Supply policies and procedures and coordinates implementation of new and revised practices within the section. Manages specialist policies and procedures within designated portfolio.
- Monitors performance and services in accordance with Service Level Agreement and takes appropriate remedial action. Develops and monitors KPIs applicable to the section to ensure continuous improvement.
- Represents Warehousing & Distribution in contract/tender planning, evaluation and implementation processes.
- Initiate, coordinate and enforce optimal operational policies and procedures.
- 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 remote storage operations (e.g. imprest) to support delivery in full and on time, whilst minimising safety, investment and obsolescence risk.
2. Demonstrated experience in managing remote store set-up or design to ensure maximum efficiency and effectiveness.
3. Experience in managing customer relationships to improve customer satisfaction.
4. Demonstrated experience in planning and managing human, physical and financial resources.
5. Demonstrated experience to provide leadership with experience in improving team culture to support a customer-first approach.
6. Demonstrated conceptual and analytical skills, and the ability to develop innovative solutions to complex problems.
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. Knowledge of State Supply Commission Policies and Guidelines.
3. Tertiary qualification in a relevant discipline (e.g. Procurement, Business, Commerce, Logistics, Law or Economics).

### 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

EXECUTIVE DIRECTOR

SIGNATURE \_\_\_\_\_

SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

DATE \_\_\_\_\_