

Position Title: Manager, Systems and Analytics

Position number	00014325
Classification	HSO Level G9
Employment Instrument	Health Salaried Officers Agreement
Organisation	Health Support Services
Business Unit	Procurement and Supply
Function	Purchasing, System and Analytics
Location	Perth Metropolitan Area

KEY ROLE STATEMENT

As a member of the Health Support Services (HSS) Procurement and Supply Business Unit, the Manager, 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



This position



Directly reporting to this position:

Title & Position Number	Classification	FTE
TBD		

ORGANISATIONAL CONTEXT:

On 1 July 2016, in accordance with the *Health Services Act 2016* (WA), Health Support Services (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 is committed to enhancing customer experience by delivering high quality shared services to customers, including financial, ICT, supply and workforce services within a dynamic and complex environment. HSS strives to create value for customers through economies of scale as well as centres of expertise, and to provide services that are simple, reliable and responsive for its customers.

HSS actively seeks to empower a “Think Customer First” culture with skilled, motivated and experienced teams of people that continually seek to understand the needs of customers and to improve efficiency, processes and procedures, and add value for 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.

HSS BUSINESS PLAN FOR 2019-21

Our Business Plan for 2019-21

Purpose

We support our customers to provide excellent health care
Overarching KPI = Customer Satisfaction Score (CSAT)

Values

Think customer first

We promise, we own, we do

We will find a way

We make a difference together

Objectives

SIMPLE
Simplifying the customer experience

RELIABLE
Consistently delivering a high quality service to our customers

RESPONSIVE
Responding to our customers' needs and expectations

KPIs

Customer Effort Score

SLA Performance
Service Agreement Performance
Financial Performance
Customer Driven Program Delivery

Culture Score
Employee Engagement Score
Transform2021 Performance

Priority Themes

Operating Model

Business Performance

Customer Experience

Culture and Capability

Key Activities

Completing the design and implementation of the remainder of our new Operating Model (and organisation structure).

Focusing on the Transform2021 program, and consolidating all other change and improvement initiatives, to drive better performance across our core services.

Working to improve our customers' experiences, including enhanced customer service skills, systems and processes.

Ensuring our people are equipped with the right set of capabilities and behaviours to support our business objectives.

BUSINESS UNIT ROLE:

Procurement and Supply

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

POSITION RESPONSIBILITIES:

Leadership:

- 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 customer-focused organisational culture.
- Contributes to the Health Support Services reform and improvement objectives through leadership and direction of teams under control, ensuring objectives are transformed into actions and goals are achieved.
- Contributes to the effective working and image of the Health Support Services Executive Leadership Team as a team supporting the achievement of WA Health 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 Service's values and strategic priorities.
- Champions collaboration, continual improvement and quality management.
- Builds alliances with stakeholders, client agencies and within Health Support Services to enable the achievement of the Function / Team operational plans and to promote the Function / Team service capabilities.
- 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.
- Ensures staff and teams are mentored and developed to ensure the organisation meets executive, stakeholder and client expectations.
- Ensures risks to current and future service delivery are identified and mitigation actions implemented or otherwise managed.
- Accountable for compliance with Public Sector, WA Health and Health Support Services policy, procedures and standards within the organisation.
- Provides expert advice to the Senior Leader Ship Team on matters related to services, policies and programs in area of portfolio responsibility.
- Ensures all contracted services meet agreed timelines, outcomes, deliverables, and that related costs are within agreed budget.

HSS Participation (Self):

- Treats customers well, responds to telephone calls and emails in a timely fashion. Is reliable in following up queries and complaints.
- Takes responsibility for one's own work, ensuring approved procedures are followed and deadlines met.
- Contributes to the well-being and achievements of the team.

- Participates in performance development activities. Strives to improve one's own performance.
- Contributes to business improvement and change management activities.
- Undertakes all duties in accordance with the WA Health Code of Conduct, WA Public Sector Code of Ethics, Occupational Safety and Health and Equal Employment requirements, and other relevant legislation.

HSS Participation (Team):

- Maintains a client focus on service delivery including client contact and management.
- Contributes to the HSS's strategic directions and business plans through maintenance of an awareness of best practice, trends and issues concerning the core functions of the Business Unit, Function, Team and the HSS. Applies as appropriate in consultation with Executive Leadership and clients.
- Builds alliances with stakeholders, interest groups, client agencies and within HSS to enable development, acceptability and achievement of the HSS's designated outcomes, and to promote the HSS's service capabilities.
- Participates in and leads cross-functional project teams within HSS to develop and deliver improved services and systems.
- Represents the Procurement and Supply Business Unit and HSS, as required, on Whole of Health and Government committees and working parties.

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 enterprise business systems and data for effective procurement and supply function and end users.
3. Significant experience in managing teams to facilitate analytical insights, data interpretation, tactile reporting to assist procurement and supply 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 _____