

Position Title: Manager, Customer Supply

Position number	00014320
Classification	HSO Level G9
Employment Instrument	Health Salaried Officers Agreement
Organisation	Health Support Services
Business Unit	Procurement and Supply
Function	Warehousing and Logistics
Location	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:

- Leading and developing customer facing staff and customer relationships to improve overall customer satisfaction and build a strong team first culture
- Managing and coordinating the supply operations of the distribution function 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; and
- 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.

REPORTING RELATIONSHIPS:

Director, Warehousing and Logistics
HSO Level G12



This position



Directly reporting to this position:

Title & Position Number	Classification	FTE
TBD	TBD	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:

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 (for HSS and Group executive members):

- 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 an executive 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 Leadership 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 organisation 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 / Function / Team and HSS, as required, on Whole of Health and Government committees and working parties.

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 _____