

## HSS REGISTERED

### Position Title: **Senior Category Specialist**

<b>Position number</b>	00014760
<b>Classification</b>	HSO Level G9
<b>Employment Instrument</b>	Health Salaried Officers Agreement
<b>Organisation</b>	Health Support Services
<b>Business Unit</b>	Procurement and Supply
<b>Function</b>	Category Management
<b>Location</b>	Perth Metropolitan Area

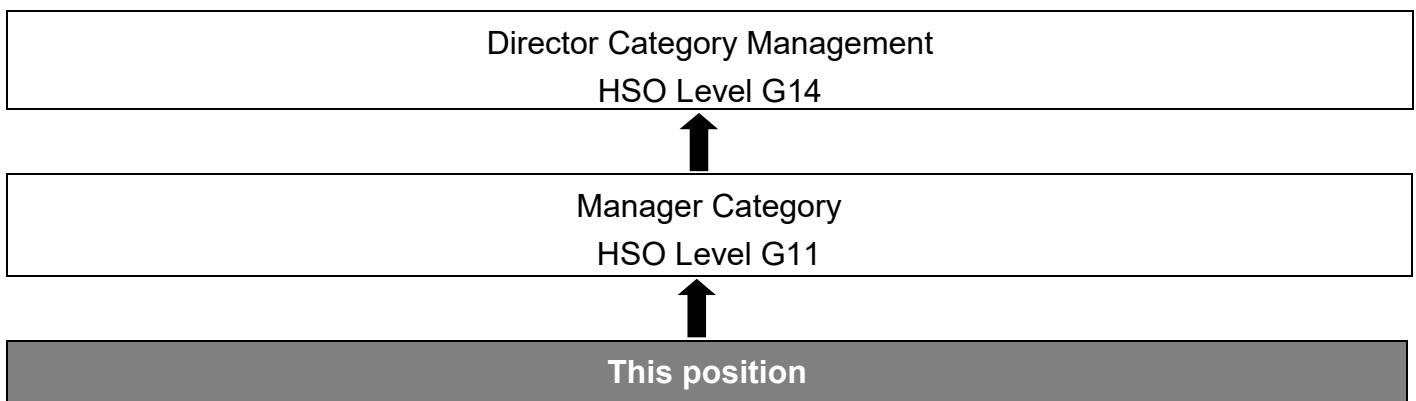
### KEY ROLE STATEMENT

As part of the Health Support Services (HSS), Procurement and Supply Business Unit, the Senior Category Specialist is responsible for:

Creating and realising value from commercial arrangements by:

- Managing the end to end procurement and contract management processes for high risk / high value categories including ICT / health technologies, clinical or other health care related goods and services; and
- Providing strategy development, sourcing and supplier relationship management services to elicit best value for money for HSS and the WA health system.

### REPORTING RELATIONSHIPS:



## 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:

- 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.

## Role Specific Responsibilities and Key Outcomes:

### Strategic:

- Maintains a current strategic overview of the relevant commercial attributes of the categories under management such as industry trends, demand trends, supply market, economic and social factors, benchmark information etc.
- Provides specialist advice and support with regard to the monitoring and review of contract performance, including but not limited to Key Performance Indicator monitoring and reporting.
- Leads the strategic planning process, particularly in regard to contract requirements and participates in the preparation of business cases, procurement plans, risk management strategies and other relevant procurement and/or technical documentation.

### Contract Development:

- Consults with contract stakeholders and leads the process of development of procurement strategies, contract objectives, scope, procurement timeframes, benchmarks for evaluation, and other contractual terms.
- Oversees and develops contracts, ensuring stakeholder management is maintained throughout the various stages of the procurement process, and in accordance with the WA health system's relevant Authorisation Schedules and WA Government procurement policies and guidelines.

### Contract Management:

- Manages contracts under assigned categories as per the current Contract management guidelines and /or as directed by the Manager, Category
- Coordinates and manages contract life cycle, i.e. initiates reviews and liaises with stakeholders with regard to the contract's effectiveness; both cost and performance.
- Ensures purchases under the respective contract reflect agreed contract terms.
- Undertakes or participates in discussions with vendors and internal stakeholders to resolve problems associated with the execution and/or management of contracts.
- Monitors and evaluates vendor performance against contract deliverables and agreed service levels to ensure contract compliance.
- Evaluates variation proposals and interpretations of contract terms and provides appropriate recommendations to the relevant stakeholders.

**Risk Management:**

- Identifies risks or issues arising from contracts and assists with mitigation and dispute resolution where required.
- Assist internal and external stakeholders with the evaluation of contracts.
- Assist with ongoing budget requirements with respect to contract expenditure.
- Liaise with the Office of the Chief Procurement Officer (OCPO), as required, on the implementation of policies regarding the procurement process.
- Provide advice and assistance regarding procurement and contract management.

**Participation:**

- Maintains a client focus on service delivery including client contact and management.
- Contributes to HSS' strategic directions and business plans through maintenance and awareness of best practice, trends and issues concerning the core functions of the branch, directorate and HSS.
- Builds alliances with stakeholders, interest groups, client agencies and within HSS to enable development, acceptability and achievement of HSS' designated outcomes, and to promote HSS' service capabilities.
- Participates in and leads cross-functional project teams within HSS to develop and deliver improved services and systems.
- Represents the Category management directorate as required on committees and working parties as required.

**Other:**

- Assists with the mentoring and supervision of other team members.
- Performs a leadership role in the review and continuous improvement of procurement processes and procedures in accordance with relevant WA Government policies and procurement policies established by the OCPO.
- Participates in a continuous process to monitor, evaluate and develop performance.
- Maintains an expert knowledge and understanding of current developments.
- Performs other duties as required.

## SELECTION CRITERIA:

### ESSENTIAL CRITERIA:

1. Demonstrated experience in procurement category management across multiple categories
2. Demonstrated extensive experience in the planning, development and/or management of high risk and complex contracts to meet the strategic and operational business needs within a complex organisation.
3. Highly-developed written communication skills with the demonstrated ability to prepare and present complex procurement and technical documentation.
4. Demonstrated analytical, research and conceptual skills with the ability to provide appropriate solutions to highly complex problems and issues.
5. Demonstrated high level verbal, interpersonal, relationship management and negotiation skills with the ability to liaise, consult and negotiate effectively at senior levels in the public and private sectors.
6. Highly-developed organisational skills with the ability to manage a large workload and achieve desired outcomes within required timeframes.

### DESIRABLE CRITERIA:

1. Formal qualifications in an appropriate discipline.
2. Appropriate knowledge of the WA State Supply Commission policies and guidelines.
3. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety & Health, and how these impact on employment and service delivery.

### 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 \_\_\_\_\_