

## Position Title: Team Leader Logistics

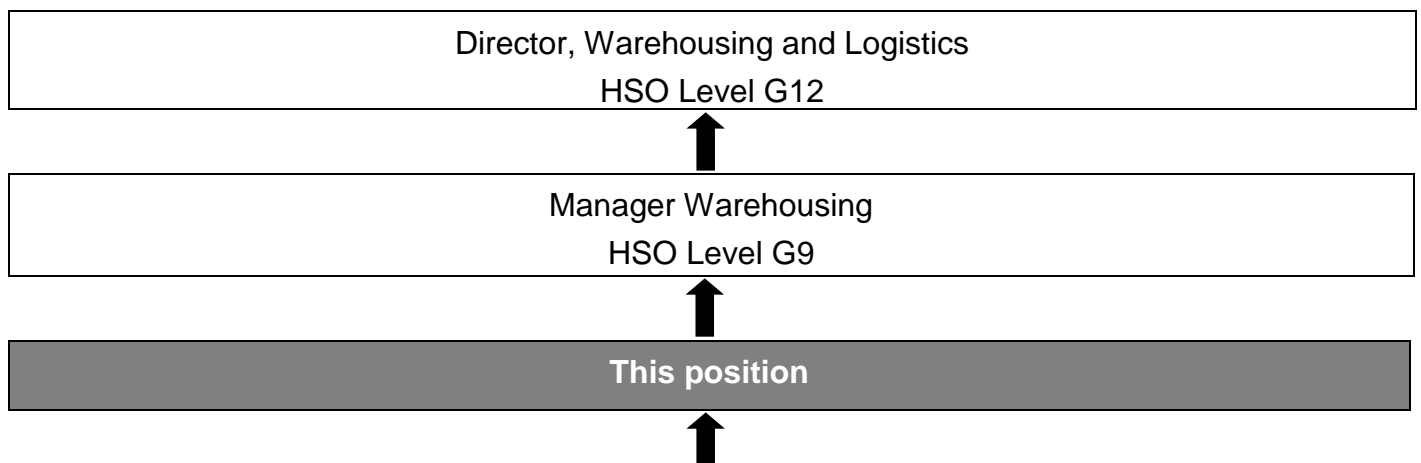
<b>Position number</b>	00014941
<b>Classification</b>	HSO Level G5
<b>Employment Instrument</b>	Health Salaried Officers Agreement
<b>Organisation</b>	Health Support Services
<b>Business Unit</b>	Procurement and Supply
<b>Function</b>	Warehousing & Logistics
<b>Location</b>	Perth Metropolitan Area

### KEY ROLE STATEMENT

As part of the Health Support Services (HSS) Procurement and Supply business unit, the Team Leader Logistics In is responsible for:

- Planning, leading and developing the despatch team performance and services in accordance with Service Level Agreements
- Planning and leading day-to-day packing and despatch operations to meet agreed service levels to customers

### REPORTING RELATIONSHIPS:



Directly reporting to this position:

Title & Position Number	Classification	FTE
Supply Clerk	HSO G2	1+
Storeperson	HSW 6	6 +

## 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



## 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:

### **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.
- Mentors and develops staff and teams to ensure the organisation meets executive, stakeholder and customer 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 Management Supply Operations.
- Provides expert advice to the Manager Customer supply 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 (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.
- 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, if required, on Whole of Health and Government committees and working parties.

### **HSS Participation**

- 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:**

- Plans and leads day-to-day packing, despatch and Dental Health Services and PathWest picking operations to meet agreed service levels to customers
- Leads team to ensure daily operational goals are met efficiently while complying to established operational and HSS policies and procedures
- Plans and coordinates delivery schedules and customer freight requirements with contracted 3<sup>rd</sup> party transport providers
- Sets clear performance and behavioural expectations to warehouse staff and follows up on their performance
- Uses initiative and contributes to development of operation policies and procedures and continuous improvement initiatives
- Contributes to inventory and asset management and ensures operation quality expectations are met
- Develops, monitors and reports on KPIs applicable to the team
- Provides advice to the Manager Warehousing on matters related to services, policies and programs in area of responsibility
- Monitors staff resourcing needs and assists with resource planning
- Performs other duties as required

### **SELECTION CRITERIA:**

#### **ESSENTIAL CRITERIA:**

1. Substantial warehousing and logistics operational experience within a health supply chain that includes coordinating supply operations within a multi-sited operation
2. Demonstrated leadership and management skills including team building and performance management
3. Well-developed interpersonal skills with the ability to communicate with people and to build and maintain effective working relationships at all levels
4. Demonstrated ability to implement new procedures, policies and work practices within a multi-disciplined team
5. 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. Certificate IV in Leadership or equivalent.
2. Forklift proficiency certificate

#### **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 \_\_\_\_\_