

Position Title: Team Leader QEII

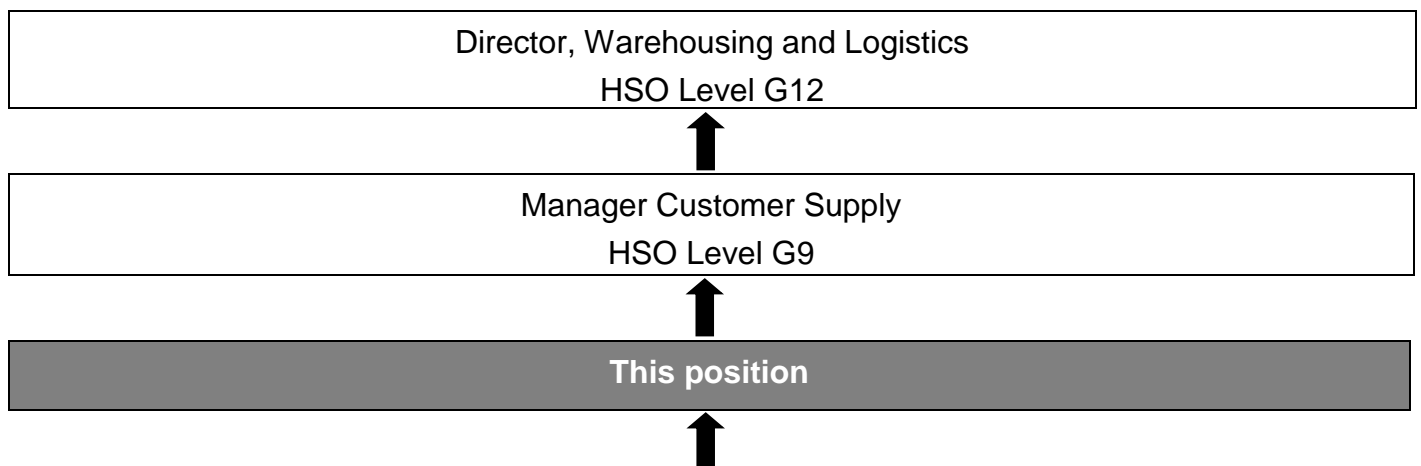
Position number	00014951
Classification	HSO Level G5
Employment Instrument	Health Salaried Officers Agreement
Organisation	Health Support Services
Business Unit	Procurement and Supply
Function	Warehousing & Logistics
Location	Perth Metropolitan Area

KEY ROLE STATEMENT

As part of the Health Support Services (HSS) Procurement and Supply Business Unit, the Team Leader QEII is responsible for:

- Leading the supply operations team across several customer operations at a single physical location
- Delivering high level customer support; relationship management; distribution and imprest management on customer sites and operational contract management of site direct suppliers
- Monitoring and developing the team performance and services in order to deliver against the relevant Service Level Agreement requirements and KPI targets

REPORTING RELATIONSHIPS:



Directly reporting to this position:

Title & Position Number	Classification	FTE
Storeperson	HSW 6	13+
Theatre Supply Officer	HSO G3	1+
Supply Clerk	HSO G2	13 +
Supply Coordinator	HSO G4	1+

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:

- Promotes a customer-centric culture with a focus on improving customer satisfaction and service performance.
- Leads the QEII supply operations team in compliance with HSS' policies and procedures
- Provides advice to the Manager Customer Supply on matters related to services, policies and programs in area of responsibility
- Monitors staff resourcing needs and assists with resource planning. Coordinates leave relief and recruitment and selection activities for the QEII Supply Department
- Monitors workflow and contract management systems and deploys team resources to maintain service levels as required
- Supports performance development activities within the team.
- Ensures the effective planning and management of logistics and imprest and hospital stock control to ensure that quality objectives and delivery deadlines are met
- Supervises staff and provides mentoring and coaching to support team members.
- Ensures appropriate training is received and the effective performance management is carried out
- Monitors performance and services in accordance with the Service Level Agreement and takes appropriate remedial action. Develops and monitors KPIs applicable to the section to ensure continuous improvement
- Ensures compliance with health and safety legislation including maintaining standards of health and safety, hygiene and security
- Undertakes relevant client liaison to ensure the smooth provision of this service.
- Assists in the implementation of HSS' strategy through various transformation programs
- Assists in the contribution of HSS' strategic directions and business plans by maintaining an awareness of best practice, trends and issues concerning the core functions of the Supply Department
- Collaborates and liaises with other Warehousing and Logistics Team Leaders
- Performs other duties as required.
- Manages the interface between the operations function, across multiple sites, and the State Distribution Centre to ensure that customer requirements are met
- Provides expert support and advice to health services in relation to imprest management and supply related matters
- Develops a close working relationship with Procurement Services Branch to promote good procurement practices & assist with effective Contract and Supplier Performance Management of direct to site suppliers

SELECTION CRITERIA:

ESSENTIAL CRITERIA:

1. Substantial warehousing and logistics operational experience that includes coordinating supply operations within a large and complex organisation
2. Experience leading remote storage operations (e.g. imprest) to support delivery in full and on time, whilst minimising safety, investment and obsolescence risk
3. Well-developed interpersonal skills with the ability to communicate with people and to build and maintain effective working relationships at all levels
4. Experience in managing customer relationships / complaints
5. Demonstrated team management and leadership skills and the ability to work effectively in a team environment.

DESIRABLE CRITERIA:

1. Warehousing and Logistics experience in WA government health
2. Certificate IV in warehousing or equivalent

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 _____