

Position Title: **Senior Supply Specialist**

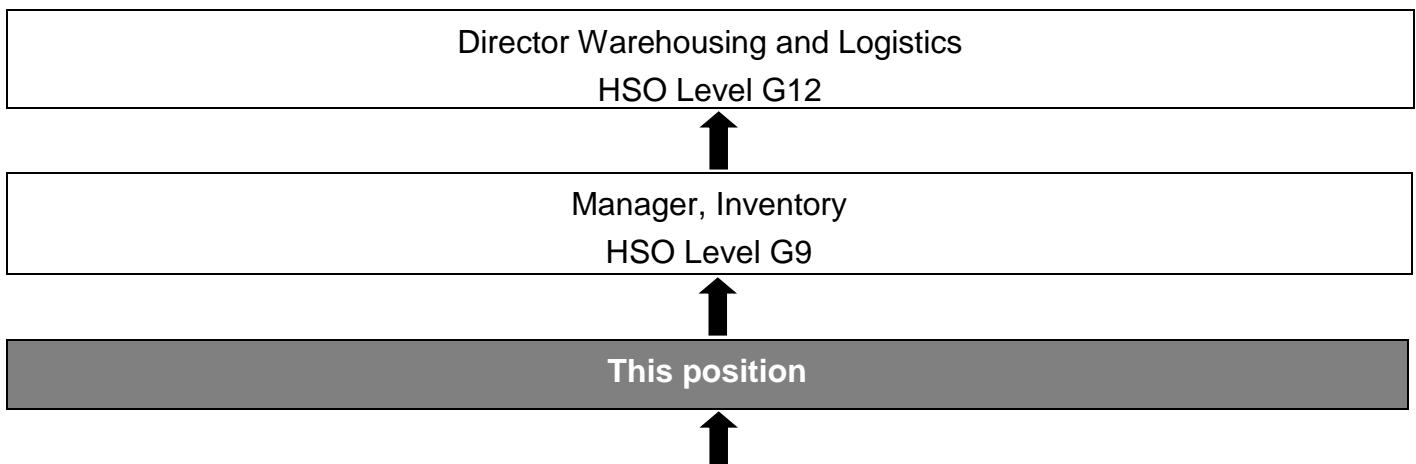
Position number	00014943, 00014944
Classification	HSO Level G7
Employment Instrument	Health Salaried Officers Agreement
Organisation	Health Support Services
Business Unit	Procurement and Supply
Function	Warehousing and Logistics
Location	Perth Metropolitan Area

KEY ROLE STATEMENT

As part of the Health Support Services (HSS) Procurement and Supply unit the Senior Supply Specialist provides support to Warehousing and Logistics as part of the HSS Supply Chain and is responsible for:

- Managing a portfolio of inventory suppliers & Stock Keeping Units (SKU) across a range of categories valued between \$15m - \$50m ensuring continuity of supply to support the Health Service Providers (HSPs) in the most effective and efficient manner.
- Managing operational supplier performance metrics within portfolio to a strict set of KPIs and work with suppliers to develop strategies to drive continuous improvement and benefit realisation.
- Managing supplier performance for Tier 1 suppliers and supporting forecasting analyst to ensure reliability of supply for all products within portfolio
- Develops strategies to balance demand and supply in such a manner that maximises service levels and minimises working capital.
- Developing and implementing supply risk mitigation strategies to ensure continuity of supply at all times, including reviewing replenishment algorithms to ensure appropriate ROPs & ROQs are set
- Training, supporting and mentoring other Inventory Team members on supplier performance management strategies and approach.

REPORTING RELATIONSHIPS:



Directly reporting to this position:

Title & Position Number	Classification	FTE
NIL	HSO G	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

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:

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 (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.

Role Specific Responsibilities and Key Outcomes:

- Manage supplier performance of Tier 1 suppliers within portfolio to ensure contract requirements such as lead time, quality, delivery performance and price management are met
- Maintains a client focus on service delivery through effective contract management, system improvements, and quality assurance and improvement
- Working collaboratively with suppliers, customers and all HSS Warehouse and Inventory teams to ensure that appropriate inventory products are available in the required quantities to meet the agreed needs of customers.
- Communicating with key stakeholders, building and managing effective supplier relationships and monitoring against agreed contractual obligations.
- Provides an advisory service towards, departments and health units with regards to supply delivery service
- Mentors and develops team members in Supply Change Management strategies, processes and systems
- Using Oracle and Business Intelligence reports, to analyse trends and proactively manage risk in relation to the continuity of supply of stock in order to ensure customer service is not impacted
- Liaises with suppliers and customers to ensure reliability of supply including management of substitution items and alternative supply options
- Develops and manages a client relationships interface, including issue resolution and advice and guidance on all Inventory related matters.
- Develops effective relationships and monitors contractual compliance with Tier 1 suppliers within portfolio.
- Communicates effectively as and when required with suppliers and HSS Supply Chain teams to

expedite inventory requirements

- Prepares supplier reports as required
- Work collaboratively with inventory team and Manager Inventory to ensure high performance
- Performs other duties as required

SELECTION CRITERIA:

ESSENTIAL CRITERIA:

1. Demonstrated experience in the delivery of supply distribution and an understanding of supply chain functions and the risk of supply failure.
2. Well-developed communication and interpersonal skills, including consultative skills and the ability to build and maintain effective working relationships at all levels.
3. Demonstrated experience in Supplier Performance Management, as well as managing short supply and stock transition strategies.
4. Substantial computer skills with a working knowledge of ERP and warehousing software programs including inventory replenishment systems
5. Demonstrated ability to work autonomously and collaboratively in a team to achieve team orientated outcomes
6. Highly developed problem solving, planning and organisation skills including the ability to prioritise and meet strict deadlines
7. Demonstrated experience in leadership and overseeing performance

DESIRABLE CRITERIA:

1. Supply experience in WA Health or other relevant government department
2. Bachelors Degree in Supply Chain, Commerce or other relevant
3. Understanding of inventory algorithms and statistical models
4. 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

EXECUTIVE DIRECTOR

SIGNATURE _____

SIGNATURE _____

DATE _____

DATE _____