



Manager Category

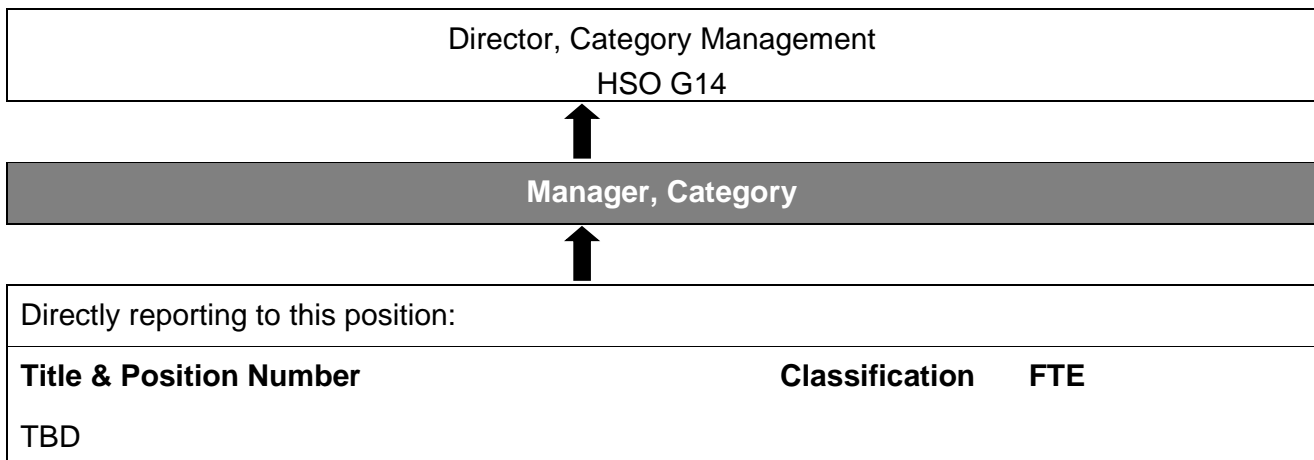
Position number	00014330
Classification	HSO Level G11
Employment Instrument	Health Salaried Officers Agreement
Group	Health Support Services
Business Unit	Procurement and Supply
Location	Perth Metropolitan Area

KEY ROLE STATEMENT

As a member of the Health Support Services (HSS) Procurement and Supply Business Unit the Manager, Category is responsible for:

- Creating and realises value from commercial arrangements by:
 - Managing the end to end procurement and contract management processes for various categories including ICT, 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:

Procurement and Supply

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 Leaders and Managers:

- 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 “Think Customer First” organisational culture.
- Contributes to the Health Support Services transformation and continual improvement objectives through constructive transactions with stakeholders and customer agencies.
- Empowering leadership and direction of the relevant area, ensuring objectives are transformed into actions and goals are achieved.
- Contributes to the effective working and image of Health Support Services as a team supporting the achievement of the broader WA health system’s objectives.
- As a 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 Services values and strategic priorities.
- Champions collaboration, continual improvement and quality management. Builds and supports alliances with stakeholders, customer agencies and within Health Support Services to enable the achievement of the organisations operational and transformational priorities.
- 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.
- Identifies and mitigates risks to current and future service delivery.
- Provides subject expert advice to the Senior Leadership Team where relevant.
- Ensures all contracted services meet agreed timelines, outcomes, deliverables, and are achieved within agreed budget.

HSS Participation (Self):

- Maintains the HSS “Think Customer First” culture and demonstrate a constant approach to the organisation, values and behaviours.
- Contributes effectively to business improvement and change management activities.
- Undertakes all duties in accordance with the WA health system’s Code of Conduct, WA Public Sector Code of Ethics, Occupational Safety and Health and Equal Employment requirements, and other relevant legislation.
- Proactively contribute in maintaining the HSS Occupational Safety and Health Management (OHS) Framework.
- Takes personal accountability of own performance, and participates in all performance development activities.
- Collaboratively engages with team members, encouraging discussion whilst harnessing different viewpoints creating positive outcomes for key stakeholders.

HSS Participation (Team):

- Manages and contributes to the well-being and achievements of the team.
- Ensures staff and team members are held accountable for demonstrating the HSS values.
- Sets clear standards for performance, providing support when required and acknowledging individual and team achievements.
- Promotes self-development amongst team members, providing opportunities for further learning.

Role Specific Responsibilities and Key Outcomes:

- Develops and gains agreement on category strategies to provide the best value for money outcomes for customers and Health Service Providers, given their varied and diverse needs.
- Undertakes forecasting of services and product demand to ensure the sustainability of planning and reliability.
- Develops and implements category management plans to meet business needs, enhance stakeholder engagement, and challenge and motivate providers to optimise service outcomes.
- Maintains detailed knowledge of category markets, suppliers and stakeholders and maintains control of all category strategies, projects and arrangements.
- Identifies and manages commercial, contractual, operational, financial, reputational, ethical and supply chain risks to minimise negative impacts on category objectives, while encouraging opportunity and innovation.
- Leads negotiations on high impact, complex supply arrangements and contract issues to deliver better category outcomes.
- Provides expert advice to key stakeholders on all aspects of procurement and contract management to encourage innovative practices and support delivery of business and policy directions.
- Leads and manages the category management team and cross-functional working groups to achieve a high-level of performance, integration and consistency in procurement across the category.
- Collaborates with Business Units and specialists to expand product categories.
- Assumes responsibility of budget monitoring, development and spend information for category.

SELECTION CRITERIA:

ESSENTIAL CRITERIA:

1. Significant experience in implementing category, sourcing and contract management strategies, systems and processes to generate sustainable multi-year savings and supply risk reduction outcomes.
2. Significant experience in supplier relationship management to leverage supplier performance.
3. Demonstrated high level interpersonal, communication, relationship building and consultative skills including the ability to build and maintain effective working relationships at all levels.
4. Demonstrated experience to work well under time pressure, including the balancing and successful delivery of multiple projects.
5. Significant experience in developing staff and team to reach their potential.
6. 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. Tertiary qualification in business, procurement, IT or related discipline.
2. Relevant professional qualification, i.e. CIPSA membership or MCIPS.

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 _____