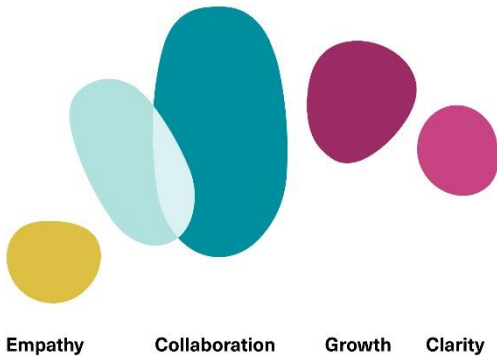




Position Description

Position Title:	Manager Procurement Business Support	Classification Level:	7
Position Number:	8699	Reports to:	Assistant Director Application Support L8
Directorate:	Service and Invest	Supervises:	4 FTE
Branch/Section:	Technology Services / Application Support	Location:	Perth Metropolitan Area



Our Values

Our values define who we are, how we communicate, interact, develop and work together. Our values underpin everything we do.

Our values: **Clarity, Empathy, Collaboration** and **Growth**.

Role Summary

The Manager Procurement Business Support manages procurement production systems operational and client support teams to ensure client needs and Government objectives are met.

Responsibilities

- Manage the systems and support activities (education and training, user management and customer support) that underpin goods and services procurement activity across the sector.
- Responsible for leading and motivating staff in the development and achievement of the Procurement Systems Operations branch goals to ensure the efficient and effective delivery of services to client agencies.
- As a member of the management team, have shared responsibility for the directions of the branch and is accountable for the delivery of team outcomes.
- Provide proactive and timely advice to the Assistant Director and stakeholders in relation to systems operations and customer support functions.
- Manage the implementation and adoption by internal and external clients of procurement systems and solutions.
- Build and manage client relationships to ensure satisfaction with service provision.
- Develop delivery strategies for buyer and supplier engagement relating to the use of the procurement systems.



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- Coordinate and undertake education and awareness raising programs for buyers, including conducting presentations and training.
- Provide advisory services to buyers and suppliers on using procurement systems.
- Monitor and report on the progress of relationship issues with clients.
- Represent the Department of Finance (Finance) at external forums to promote business growth and procurement systems uptake.
- Collect, analyse and distribute business intelligence to improve deployment strategy.
- Maintain compliance with government, agency, and public sector policy and processes.
- Identify strategic directions, develop and implement policies, plans and processes to support the ongoing management of procurement production systems.
- Manage system administration and data loads ensuring system integrity and data accuracy for production systems.
- Identify and analyse system problems to determine if they are functional, data related or business related, and manage problem resolution.
- Assist in providing a fair, safe, enjoyable and innovative workplace, and ensure good human resource management and risk management principles are practised in accordance with Departmental policies and guidelines.
- Demonstrate Finance's values in all interactions to contribute towards an innovative, customer focused, high-performing and values-led organisational culture.
- Demonstrate the expected leadership behaviours and mindsets in the context of Leading Others.
- Perform other duties as required.

Essential Requirements

- Experience in the operational management of strategic business systems.
- Experience in the support of customers of strategic business systems.
- Demonstrated high-level written and verbal communications that are clear and appropriate with the ability to influence effectively and lead the delivery of a customer-centric service.

Desirable

- Relevant tertiary qualifications.

Leadership Context

We believe all our people are leaders. We consider leadership to be critical to the success of Finance and the public sector and, to support this, we have adopted **Leadership Expectations**. This role operates in **Leading Others** context. It is essential that you demonstrate the expected behaviours in the context of the role (additional detail provided in separate attachment).

- **Lead collectively:** Seek and build key relationships, work together, and focus on the greater good.
- **Think through complexity:** Think critically, work with ambiguity and uncertainty, assess solutions and impacts, and take calculated risks.
- **Dynamically sense the environment:** Be in tune with the political, social, and environmental trends that impact the work; understand and recognise the needs of others and leverage relationships for desired outcomes.
- **Deliver on high leverage areas:** Identify priorities, pursue objectives with tenacity and display resilience in the face of challenges.



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- **Build capability:** Proactively develop others; share learning to promote efficiency and effectiveness; and champion diversity and inclusion.
- **Embody the spirit of Public Service:** Display empathy, compassion, humility and integrity, and a genuine passion for the work; demonstrate a responsibility to Western Australians; and work in the interest of the public good.
- **Lead adaptively:** Continuously seek to understand personal strengths and areas for improvement, be adaptive to change and adjust leadership style in different contexts.

Pre-employment requirements

Australian Permanent Residency is a minimum requirement for permanent appointment to the WA Public Sector. For a fixed term contract or casual appointments, applicants require a valid Work Visa for the duration of the entire term.

Appointment is subject to 100 point identification check and Criminal Records Screening clearance.

Certification

Verified by: M.McLeod, HR Consultant, March 2024

Classification Evaluation Date: September 2009

