

Role Description

Procurement Business Partner



Regional
NSW

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| Cluster | Regional NSW |
| Agency | Department of Regional NSW |
| Division/Branch/Unit | Corporate Services/ Procurement |
| Location | Orange/ Parramatta/ Newcastle |
| Classification/Grade/Band | Clerk Grade 11/12 |
| Role Family <i>(internal use only)</i> | Bespoke/ Procurement and Contract Administration/Lead |
| ANZSCO Code | 133612 |
| PCAT Code | 1239172 |
| Date of Approval | March 2020 |
| Website | www.nsw.gov.au/regional-nsw |

Agency overview

Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department is responsible for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state's mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.

Primary purpose of the role

The Procurement Business Partner provides expert technical procurement advice to key stakeholders, including procurement planning, development and sourcing, to meet business needs.

Key accountabilities

- Develop and implement procurement plans and strategies to meet business needs, enhance stakeholder engagement, and challenge and motivate providers to optimise service outcomes.
- Partner with stakeholders to develop innovative procurement strategies, supply arrangements and negotiating plans to deliver value for money outcomes.
- Provide authoritative advice to key stakeholders on all aspects of the procurement function to encourage innovative practices, achieve delivery of business outcomes and support policy directions.
- Manage procurement staff and consult with cross-functional procurement teams to successfully deliver procurement business plans and achieve optimal outcomes from procurement activity.
- Apply the procurement governance and risk management framework to ensure compliance, manage risk and improve procurement activity and performance.

Key challenges

- Managing organisational demand and influencing business units to adopt innovative ways of structuring their operations to meet their goods and services needs more efficiently, given that procurement budgets are controlled by the business units.
- Developing and implementing strategies to build team and organisational capability in procurement, given the complex legislative and policy environment and the great diversity of factors, including the dynamic nature of supply markets that need to be taken into account in many procurement decisions.

Key relationships

| Who | Why |
|--|---|
| Internal | |
| Director Commercial Law & Procurement/ Chief Procurement Officer | <ul style="list-style-type: none"> • Provide expert advice to contribute to decision making and strategic directions in procurement |
| Managers | <ul style="list-style-type: none"> • Work collaboratively towards business objectives and discuss future directions • Provide advice and contribute to decision making • Identify emerging issues/risks |
| Procurement staff | <ul style="list-style-type: none"> • Provide leadership and relationship management to ensure team members work collaboratively and contribute to achieving the accreditation standards and business outcomes on time and to client/stakeholder expectations |
| Executive | <ul style="list-style-type: none"> • Provide expert advice and support to address complex procurement needs and issues • Partner in developing and executing procurement and negotiation strategies |
| Stakeholders | <ul style="list-style-type: none"> • Provide expert advice on procurement related issues and strategies • Optimise engagement to achieve defined outcomes • Manage expectations and resolve issues |
| External | |
| Stakeholders | <ul style="list-style-type: none"> • Consult and negotiate on the development, delivery and evaluation of procurement strategies and activities • Manage expectations and resolve issues |
| Vendors/Service Providers and Consultants | <ul style="list-style-type: none"> • Communicate needs, facilitate business transactions and resolve issues • Develop or recommend supplier arrangement in response to current and future needs |
| Other NSW Government Agencies | <ul style="list-style-type: none"> • Establish networks to enable performance benchmarking, monitor market trends and maintain currency in procurement trends and developments • Collaborate on cross agency or whole of government projects/programs • Influence the development of procurement policy, programs and services |

| Who | Why |
|--------------------------------------|--|
| Professional and Sector Associations | <ul style="list-style-type: none"> • Exchange market intelligence and information on performance benchmarking, innovation and other matters of mutual interest • Build professional expertise and networks |

Role dimensions

Decision making

- This role operates with a high level of autonomy and is fully accountable for the delivery of work assignments and projects on time, within budget and to expectations in terms of quality, deliverables and outcomes.
- Refers to Director decisions that require significant change to project outcomes or timeframes; are likely to escalate or create substantial or contentious precedent; require a higher administrative or financial delegation, or submission to a higher level of management. This role submits reports, strategies, and other forms of written advice and information requiring minimal input from the Director.

Reporting line

Director Commercial Law & Procurement

Direct reports

The role has up to 3 direct reports

Budget/Expenditure

TBA

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.



The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities


Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.


FOCUS CAPABILITIES

| Capability group/sets | Capability name | Behavioural indicators | Level |
|--|---|--|----------|
|  Personal Attributes | Act with Integrity Be ethical and professional, and uphold and promote the public sector values | <ul style="list-style-type: none"> • Model the highest standards of ethical and professional behaviour and reinforce their use • Represent the organisation in an honest, ethical and professional way and set an example for others to follow • Promote a culture of integrity and professionalism within the organisation and in dealings external to government • Monitor ethical practices, standards and systems and reinforce their use • Act promptly on reported breaches of legislation, policies and guidelines | Advanced |
|  Relationships | Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives | <ul style="list-style-type: none"> • Promote a customer-focused culture in the organisation and consider new ways of working to improve customer experience • Ensure systems are in place to capture customer service insights to improve services • Initiate and develop partnerships with customers to define and evaluate service performance outcomes • Promote and manage alliances within the organisation and across the public, private and community sectors • Liaise with senior stakeholders on key issues and provide expert and influential advice • Identify and incorporate the interests and needs of customers in business process design and encourage new ideas and innovative approaches • Ensure that the organisation's systems, processes, policies and programs respond to customer needs | Advanced |


FOCUS CAPABILITIES

| Capability group/sets | Capability name | Behavioural indicators | Level |
|---|---|--|-------|
| | Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts | <ul style="list-style-type: none"> Negotiate from an informed and credible position Lead and facilitate productive discussions with staff and stakeholders Encourage others to talk, share and debate ideas to achieve a consensus Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes Influence others with a fair and considered approach and sound arguments Show sensitivity and understanding in resolving conflicts and differences Manage challenging relationships with internal and external stakeholders Anticipate and minimise conflict | Adept |
|  Results | Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes | <ul style="list-style-type: none"> Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes Make sure staff understand expected goals and acknowledge staff success in achieving these Identify resource needs and ensure goals are achieved within set budgets and deadlines Use business data to evaluate outcomes and inform continuous improvement Identify priorities that need to change and ensure the allocation of resources meets new business needs Ensure that the financial implications of changed priorities are explicit and budgeted for | Adept |

FOCUS CAPABILITIES


| Capability group/sets | Capability name | Behavioural indicators | Level |
|--|--|--|----------|
| | Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions | <ul style="list-style-type: none"> • Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements • Implement systems and processes that are underpinned by high-quality research and analysis • Look for opportunities to design innovative solutions to meet user needs and service demands • Evaluate the performance and effectiveness of services, policies and programs against clear criteria | Advanced |
|  Business Enablers | Procurement and Contract Management Understand and apply procurement processes to ensure effective purchasing and contract performance | <ul style="list-style-type: none"> • Ensure that employees and contractors apply government and organisational procurement and contract management policies • Monitor procurement and contract management risks and ensure that this informs contract development, management and procurement decisions • Promote effective risk management in procurement • Implement effective governance arrangements to monitor provider, supplier and contractor performance against contracted deliverables and outcomes • Represent the organisation in resolving complex or sensitive disputes with providers, suppliers and contractors | Advanced |

FOCUS CAPABILITIES

| Capability group/sets | Capability name | Behavioural indicators | Level |
|---|---|--|--------------|
|  | Manage and Develop People | <ul style="list-style-type: none"> • Collaborate to set clear performance standards and deadlines in line with established performance development frameworks • Look for ways to develop team capability and recognise and develop individual potential • Be constructive and build on strengths by giving timely and actionable feedback • Identify and act on opportunities to provide coaching and mentoring • Recognise performance issues that need to be addressed and work towards resolving issues • Effectively support and manage team members who are working flexibly and in various locations • Create a safe environment where team members' diverse backgrounds and cultures are considered and respected • Consider feedback on own management style and reflect on potential areas to improve | Intermediate |
| | Engage and motivate staff, and develop capability and potential in others | | |

Occupation specific capability set

FOCUS CAPABILITIES

| Capability group/sets | Capability name | Behavioural indicators | Level |
|---|--|--|---------|
|  | Strategic Procurement | | |
| | Leadership Lead the development of Procurement as a professional, strategic, value adding function enabling delivery of organisational business objectives and optimising procurement quality, productivity and performance outcomes | <ul style="list-style-type: none"> • Influence the strategic vision and direction of the procurement function and support its effective implementation across all areas of the business • Incorporate business insights and objectives into the development of the procurement strategies • Develop innovative procurement solutions at a project/category/ organisational level • Use a range of organisational procurement models to design structures which suit the organisational environment • Establish KPIs and reporting processes and frameworks to capture and report the benefits of the procurement function • Lead efforts to develop and harmonise procurement processes/ standards across all user groups to gain buy-in and organisational commitment • Research and seek opportunities for improvement in procurement and effectively promote and manage changes in procurement policy, processes and practice • Mentor other procurement professionals on best practice and innovative methods to deliver better outcomes and lead by example | Level 4 |

FOCUS CAPABILITIES

| Capability group/sets | Capability name | Behavioural indicators | Level |
|-----------------------|--|--|---------|
| | Strategic Sourcing Select suppliers of required goods and services, based on market evaluation, capability and alignment to the strategic procurement directions of the organisation | <ul style="list-style-type: none"> • Lead sourcing activities and management of large, complex categories or projects and often facilitate expert reference groups • Lead supplier event days and other internal/external communication forums aimed at developing and engaging with the supply base to improve performance • Lead the development of the supply base strategy within major markets and incorporate input from senior stakeholders and technical functions to obtain agreement to overarching strategy • Demonstrate expertise in the development of all types of market facing documents in all categories and types of procurement activity • Lead cross-functional teams in the evaluation of large, complex, organisation-wide agreements • Develop evaluation plans that assess multiple complex criteria over several stages and incorporate complex Total Cost of Ownership or similar calculations • Execute contracts in line with delegated authority and conduct potentially contentious or difficult debriefs with unsuccessful suppliers • Develop detailed Contract Management Plans, KPIs, performance reviews, governance structures, resources, benefits tracking and reporting for significant projects and procurement categories | Level 4 |

FOCUS CAPABILITIES







| Capability group/sets | Capability name | Behavioural indicators | Level |
|-----------------------|---|---|---------|
| | Procurement Risk Management Identify, assess and mitigate procurement risks | <ul style="list-style-type: none"> • Lead the development of risk management tools and techniques to identify and prioritise risks to service delivery • Work closely with business areas to identify and manage commercial, contractual, operational, financial, reputational, ethical and supply chain risks emanating from procurement activity and supply base arrangements • Follow procurement risk management processes for major projects and coach others within the team on how to conduct risk assessments using established processes and frameworks • Act as an internal consultant on techniques and actions to manage risk for high value complex projects and relationships, and take calculated risks to achieve objectives • Manage compliance and work with business partners to eliminate non-compliant practices in procurement | Level 4 |

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES

| Capability group/sets | Capability name | Description | Level |
|---|------------------------------------|---|--------------|
|  Personal Attributes | Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Adept |
| | Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Adept |
| | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
|  Relationships | Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Advanced |
| | Work Collaboratively | Collaborate with others and value their contribution | Adept |
|  Results | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Adept |
| | Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Adept |
|  Business Enablers | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Adept |
| | Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |
| | Project Management | Understand and apply effective planning, coordination and control methods | Adept |
|  People Management | Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Adept |
| | Optimise Business Outcomes | Manage people and resources effectively to achieve public value | Adept |
| | Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Intermediate |
| Occupation specific capability set | | | |
|  Procurement | Procurement Analysis | Gather and evaluate information on the market, business needs, categories, key suppliers, the supply chain and contextual factors to inform procurement decisions | Level 3 |
| | Commercial Negotiation | Plan, conduct and analyse the outcomes of commercial negotiations to achieve business objectives | Level 3 |
| | Legislative and Policy Environment | Ensure that the planning, management and delivery of procurement outcomes is fully consistent with all relevant legislative, probity and policy requirements | Level 3 |