

Role Description

Manager Digital Vendor Management

Cluster	Education
Agency	Department of Education
Division/Branch/Unit	Information Technology Directorate
Role number	198978
Classification/Grade/Band	Clerk Grade 11/12
Senior executive work level standards	Not Applicable
ANZSCO Code	511112
PCAT Code	3216892
Date of Approval	January 2022
Agency Website	education.nsw.gov.au

Agency overview

The NSW Department of Education serves the community by providing world-class education for students of all ages. We ensure young children get the best start in life by supporting and regulating the early childhood education sector. We are the largest provider of public education in Australia with responsibility for delivering high-quality public education to two-thirds of the NSW student population. We are committed to fostering vibrant, sustainable and high-performing vocational and higher education sectors.

We are responsible for enacting NSW Government policy, driving improvement in education, and overseeing policy, funding and compliance issues relating to non-government schools. We respect and value Aboriginal and Torres Strait Islander people as First Peoples of Australia.

Primary purpose of the role

The Manager, Digital vendor Management manages commercial contracts from award to completion, including supplier relationship development, contract performance and risk management, to achieve value for money and meet stakeholder expectations and business outcomes. The role supports the development of tactical plans and informs initiatives to ensure consistent, efficient and effective commercial management practices. in line with Departmental expectations and requirements. The role provides specialist advice, recommendations and support to managers and ensures compliance with whole of Government and Department procurement policies, procedures and guidelines.

Key accountabilities

- Research, develop and implement frameworks, strategies, systems and solutions to improve the efficiency of the contract management function and enhance supplier relationships and outcomes
- Manage suppliers to detailed Contract Management Plans, involving KPIs and governance structures, risk identification and mitigation, monitoring performance benefits tracking and outcomes reporting, and intervening, where necessary, to achieve the objectives of the contract

- Provide sound advice to procurement professionals and stakeholders on strategies to manage supplier performance and development, improve future contract outcomes and build the overall effectiveness of the digital and strategic management function
- Establish and maintain stakeholder and strategic supplier relationships to identify and minimise risk, resolve issues as they arise and maximise value from the contract
- Support complex and sensitive negotiations for contract variations, contract renewals and claims/disputes to deliver better procurement outcomes and mitigate commercial risks
- Provide leadership, direction and effective management within the digital and strategic vendor management team to deliver high quality contract management services to the organization
- Develop and oversee the implementation and evaluation of effective contract management practices, systems and procedures to optimise efficiency and consistency in practices
- Manage data, processes and systems to effectively manage and report on financial spend and forecasting.

Key challenges

- Proactively addressing commercial, contractual, operational, financial, reputational, ethical and supply chain risks associated with the contract, given their potentially high cost to the organization
- Maintaining current knowledge and expertise of software, hardware and emerging technologies given the frequency of change and development within the IT environment Contributing to the delivery of cost-effective IT service delivery via the development and implementation of a vendor management centre of excellence.

Key relationships

Who	Why
Internal	
Director, Digital and Strategic Vendor Management	<ul style="list-style-type: none"> • Receive advice and report on progress towards business objectives and discuss future directions; provide specialist advice and contribute to decision making • Identify emerging contract issues/risks and their implications and propose solutions • Actively seek, reflect and act on feedback on own performance
ITD executive team	<ul style="list-style-type: none"> • Provide expert advice and support on contract management to address complex business needs and issues • Share information and maintain professional relationships
IT Directorate	<ul style="list-style-type: none"> • Provide expert advice on contract related issues and strategies • Optimise engagement to achieve defined outcomes • Manage expectations and resolve issues
Stakeholders	<ul style="list-style-type: none"> • Provide expert advice on contract related issues and strategies • Optimise engagement to achieve defined outcomes • Manage expectations and resolve issues

Who	Why
External	
Central and/or other agencies / professional networks	<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 • Consult on contracts, contract management strategies and issues • Establish networks to enable performance benchmarking and maintain currency in trends and developments in contract management • Collaborate on cross agency or whole of government contracts
Vendors / suppliers	<ul style="list-style-type: none"> • Communicate needs, facilitate business transactions, address disputes and performance issues • Manage contracts and monitor the provision of service to ensure compliance with contract and service agreements

Role dimensions

Decision making

- Manager, Digital Vendor Management Is the Directorate's procurement specialist and is accountable for the accuracy and timeliness of all procurement services and related reporting; ensures all areas of responsibility comply with whole of Government requirements and Departmental policy, procedures and guidelines
- Works closely with the role supervisor and senior managers to develop and execute procurement and negotiation strategies with wide-ranging impacts across the Department's core business; makes day to day decisions on procurement matters
- Analyses issues, eliminates options and proposes sound recommendations based on judgement, experience and technical skills; develops and modifies systems and procedures relating to areas of responsibility
- Acts with a high degree of integrity and communicates effectively with internal and external stakeholders alike.

Reporting line

The Manager, Digital Vendor Management reports to the Director, Digital and Strategic Vendor Management

Direct reports

Manager, Digital Vendor Management has no direct reports. Budget/Expenditure

The role has financial delegation in accordance with Departmental policy.

Key knowledge and experience

- Tertiary qualifications and/or substantial relevant contract management experience, preferably within an ICT environment

Essential requirements

- Knowledge of, and commitment to implementing the Department's Aboriginal Education Policy and upholding the Department's Partnership Agreement with the NSW AECG and to ensure quality outcomes for Aboriginal people.

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
 Personal Attributes	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none">• Keep up to date with relevant contemporary knowledge and practices• Look for and take advantage of opportunities to learn new skills and develop strengths• Show commitment to achieving challenging goals• Examine and reflect on own performance• Seek and respond positively to constructive feedback and guidance• Demonstrate and maintain a high level of personal motivation	Adept

 <p>Relationships</p>	<p>Communicate Effectively</p> <p>Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> • Present with credibility, engage diverse audiences and test levels of understanding • Translate technical and complex information clearly and concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Contribute to and promote information sharing across the organisation • Manage complex communications that involve understanding and responding to multiple and divergent viewpoints • Explore creative ways to engage diverse audiences and communicate information • Adjust style and approach to optimise outcomes • Write fluently and persuasively in plain English and in a range of styles and formats 	<p>Advanced</p>
 <p>Results</p>	<p>Think and Solve Problems</p> <p>Think, analyse and consider the broader context to develop practical solutions</p>	<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 	<p>Advanced</p>
 <p>Results</p>	<p>Deliver Results</p> <p>Achieve results through the efficient use of resources and a commitment to quality outcomes</p>	<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 	<p>Adept</p>



Procurement and Contract Management

Understand and apply procurement processes to ensure effective purchasing and contract performance

- 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

Occupation specific capability set

Supplier Relationship Management

Establish constructive and innovative strategic relationships based on driving value through appropriate long term relationships

- Consult throughout the organisation to support the development of strategic and high risk contracts and supplier relationships
- Establish strong supplier relationships with strategic suppliers at a strategic level
- Identify sources of value through the supplier relationship
- Take action to realise identified opportunities
- Lead supplier development activities for key suppliers and market segments to meet the needs of the organisation
- Develop frameworks to identify and track benefits through supplier relationships
- Establish mechanisms to ensure supplier relationships are effectively governed both within and outside of the procurement function

Level 4

Contract Management

Effectively manage the performance of suppliers through robust contract frameworks, successfully delivering contractual obligations

- Establish mechanisms to ensure contracts are effectively governed both within and outside of the procurement function
- Manage and adjust complex and strategic contracts to meet the intent of the business need and continue to add value
- Develop the overall plan for contract administration and set priorities and targets for renewal and extensions based on the business needs and market conditions
- Lead expert reference groups for key areas of spend and effectively work with business partners to support procurement programs and supply chain initiatives
- Lead the development and implementation of innovative performance and measurement metrics and incentive schemes






Level 4

- Identify and mitigate variation and change claims which arise, and resolve conflict with suppliers

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
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Advanced
	Work Collaboratively	Collaborate with others and value their contribution	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
	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	Advanced
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Adept
	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
	Manage and Develop People	Engage and motivate staff, and develop capability and potential in others	Adept
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate
Occupation specific capability set			
 Procurement	Strategic Sourcing	Select suppliers of required goods and services, based on market evaluation, capability and alignment to the strategic procurement directions of the organisation	Level 4
	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