



Role Description

ICT Procurement Lead – Integrated Policing Operations System (IPOS)

263Cluster	Justice
Agency	NSW Police Force
Command/Business Unit	Digital Technology & Innovation
Location	Parramatta
Classification/Grade/Band	Clerk Grade 11/12
ANZSCO Code	263299
PCAT Code	1326263
NSWPF Role Number	
Date of Approval	02/08/2019
Agency Website	www.police.nsw.gov.au

Agency overview

The NSW Police Force (NSWPF) vision is for a *Safe and Secure New South Wales*, which is achieved by police working with the community to reduce violence, crime and fear.

It is one of the largest police forces in the western world, with more than 20,000 NSW Police Force employees, including more than 16,000 sworn officers providing a range of law and order services 24 hours a day, seven days a week to the socially, geographically and culturally diverse community of NSW.

The organisation has five function lines, based across a number of locations. Metropolitan Field Operations and Regional NSW Field Operations provide frontline services directly to the community. Investigations & Counter Terrorism provides investigative, technical and counter terrorism expertise. Specialist Support provides an operational support function along with a range of specialised services. The fifth function line, Corporate Services, provides business support services such as technology and communication, education and training and corporate human resources functions.

The NSWPF *Statement of Values* and *Code of Conduct & Ethics* outlines appropriate behaviour for all NSW Police Force staff. All employees of NSWPF are expected to ensure ethics are incorporated into all aspects of their work making ethical behaviour, practices and decision making a part of daily routine. This further extends to ensuring confidentiality and information security is maintained at all times.

Work, Health and Safety legislation requires all employees to have specific responsibilities. This role is responsible for following all NSWPF health and safety policies and taking all reasonable care that their actions or omissions do not impact on the health and safety of others.

Integrated Policing Operations System (IPOS)

NSWPF is seeking a platform that delivers new IPOS capabilities, as well as implementation services and ongoing support of the solution eco-system. At its core, IPOS must be a commercial-off-the-shelf (COTS)-like platform solution, provided as a suite of packages. This can be delivered either as individual solution components that are natively integrated as part of the vendor's solutioning offering, or via a microservices architecture. The IPOS ecosystem of capabilities must be separable in discreet modular components that integrate with one another using open industry standards. IPOS must have an intuitive user interface and must integrate with existing NSWPF legacy systems and other packages.

Primary purpose of the role

The ICT Procurement Lead is responsible for partnering with stakeholders to plan, develop, source and manage procurement arrangements to successfully meet project objectives. The role works within a cross functional team and is responsible for managing every stage of a procurement activity effective administration of all procurement processes and compliance with all agency and Government policies, procedures and governance frameworks.

Key accountabilities

- Manage the end-to-end procurement process for the program in compliance with relevant policies, standards, procedures and frameworks
- Contribute to a culture of cooperation by Collaborating with the DTI contracts and Strategic Procurement to ensure Procurement activity is prepared and aligned with any pre-existing internal processes and in accordance with NSW Government Procurement Framework
- Ensure Service Level Agreements (SLA's) are negotiated and aligned with NSWPF requirements
- Identify and mitigate commercial and supply risk on projects by supporting the Project team during the project start-up, delivery and demobilisation phases, ensuring existing contracts, tools and processes are leveraged
- In collaboration with defined project requirements undertake business needs assessment, supply market analysis and commercial risk assessments, formulate recommendations and provide advice to inform procurement planning and sourcing decisions to deliver best total value outcomes and value for money procurement solutions for the agency
- In consultation with the Project team, develop and implement procurement plans and strategies that support project delivery, address current and future challenges in meeting business needs, enhance stakeholder engagement and challenge and motivate providers to optimise service outcomes
- Develop a tender evaluation methodology with input from the procurement team and manage the tender process, including communication with tenderers, participating in contract negotiations to resolve commercial terms and conditions, ensuring value for money outcomes and facilitating the timely award of contracts while maintaining probity in all dealings
- Coordinate the development and on-going maintenance of comprehensive supplier performance management plans in conjunction with the project team to effectively manage supplier risk, assure delivery of contracted outcomes and supplier performance
- Identifying, baselining, profiling, planning, tracking and reporting. The role involves developing and then managing the processes and management systems needed to support to ensure NSWPF meets its objectives and realises its target financial savings

Key challenges

- Working in an environment of constantly competing priorities and managing these priorities to enable completion of key milestones within the project while delivering day to day tasks in the required timeframes
- Developing and implementing strategies to build organisational capability in procurement given the complex legislative and policy environment and the diversity of market factors that can affect procurement decisions
- Building relationships with functional managers to ensure their business needs in relation to delivery of ICT Procurement are clearly understood and met

Key relationships

Who	Why
Internal	
ICT Contracts Manager	<ul style="list-style-type: none"> Collaborate, provide transparency in dealings to ensure consistent procurement practices and processes are maintained
Project Director	<ul style="list-style-type: none"> Provide expert advice and support to address complex procurement needs and issues
Executive	<ul style="list-style-type: none"> Partner in developing and executing procurement and negotiation strategies
Stakeholder	<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
DTI Contracts & Strategic Procurement	<ul style="list-style-type: none"> Work collaboratively to contribute to achieving organisations business goals Participate in meetings to maintain a work group perspective Manage expectations, resolve and provide solutions to issues Provide information and advice regarding procurement refinements and satisfying contract obligations
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 Negotiate and approve contracts and service agreements and variations Manage contracts and monitor the provision of service to ensure compliance with contract and service agreements Develop, co-ordinate and deliver supplier development programs to shape markets to meet 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 Maintain relationship with relevant counterparts in other government agencies and workgroups

Role dimensions

Decision making

The role has autonomy (subject to internal Procurement Guidelines and NSW Government Procurement Laws) to make decisions regarding the day to day prioritisation of procurement functions. The role negotiates services and contracts (under guidance of the DTI Contracts) and makes recommendations, providing expert Procurement advice to senior management to inform decision making

Reporting line

- Program Director (IPOS)

Direct reports

- Nil

Budget/Expenditure

- Nil

Essential requirements

- Obtain and maintain the requisite security clearances for this position.
- Tertiary qualifications in business, commerce or equivalent and/ or equivalent relevant experience
- Strong experience in procurement demand planning and management of end to end procurement in a complex organisation including an understanding of relevant policies, processes and systems
- Experience in managing and negotiating with commercial vendors

Capabilities for the role


The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework




This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at www.psc.nsw.gov.au/capabilityframework/ICT


This role also utilises an occupation specific capability set.

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
	Display Resilience and Courage	Adept
	Act with Integrity	Advanced
	Manage Self	Adept
	Value Diversity	Intermediate

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Advanced
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Adept
	Technology	Intermediate
	Procurement and Contract Management	Advanced
	Project Management	Adept

Occupation / profession specific capabilities		
Capability Set	Category	Level
 Occupation Specific	Strategic Procurement Leadership	3
	Procurement Analysis	3
	Strategic Sourcing	4
	Commercial Negotiation	4
	Procurement Risk Management	4
	Legislative and Policy Environment	3

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Advanced	<ul style="list-style-type: none"> Model the highest standards of ethical behaviour and reinforce them in others Represent the organisation in an honest, ethical and professional way and set an example for others to follow Ensure that others have a working understanding of the legislation and policy framework within which they operate Promote a culture of integrity and professionalism within the organisation and in dealings external to government

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Commit to Customer Service	Advanced	<ul style="list-style-type: none"> Monitor ethical practices, standards and systems and reinforce their use Act on reported breaches of rules, policies and guidelines
		<ul style="list-style-type: none"> Promote a culture of quality customer service in the organisation 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 Ensure that the organisation's systems, processes, policies and programs respond to customer needs
Relationships Influence and Negotiate	Adept	<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 and explain the need for compromise Influence others with a fair and considered approach and sound arguments Show sensitivity and understanding in resolving conflicts and differences Manage challenging relations with internal and external stakeholders Pre-empt and minimise conflict
Results Deliver Results	Adept	<ul style="list-style-type: none"> Take responsibility for delivering on intended outcomes Make sure team/unit staff understand expected goals and acknowledge success Identify resource needs and ensure goals are achieved within budget and deadlines Identify changed priorities and ensure allocation of resources meets new business needs Ensure financial implications of changed priorities are explicit and budgeted for Use own expertise and seek others' expertise to achieve work outcomes
Results Think and Solve Problems	Advanced	<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 Take account of the wider business context when considering options to resolve issues Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Procurement and Contract Management	Advanced	<ul style="list-style-type: none"> Implement systems and processes that underpin high quality research and analysis Ensure that government and organisational policy in relation to procurement and contract management is implemented Monitor procurement and contract management risks and ensure that this informs contract development, management and procurement decisions Take responsibility for procurement and contract management activities and decisions by applying the guidelines and procedures Promote the principles of risk management as applied to procurement projects, to identify and mitigate risk Implement effective governance arrangements to monitor provider, supplier and contractor performance against contracted deliverables and outcomes Represent the organisation in the resolution of complex/sensitive disputes with providers, suppliers and contractors

Occupation / profession specific capabilities

Category	Level	Level Description
Strategic Sourcing	4	<p>Lead sourcing activities and management of large, complex categories or projects and often facilitate expert reference groups</p> <p>Lead supplier event days and other internal/external communication forums aimed at developing and engaging with the supply base to improve performance</p> <p>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</p> <p>Demonstrate expertise in the development of all types of market facing documents in all categories and types of procurement activity</p> <p>Lead cross-functional teams in the evaluation of large, complex, organisation-wide agreements</p> <p>Develop evaluation plans that assess multiple complex criteria over several stages and incorporate complex Total Cost of Ownership or similar calculations</p> <p>Execute contracts in line with delegated authority and conduct potentially contentious or difficult debriefs with unsuccessful suppliers</p> <p>Develop detailed Contract Management Plans, KPIs, performance reviews, governance structures, resources and reporting for significant projects and procurement categories</p>

Occupation / profession specific capabilities

Category	Level	Level Description
Commercial Negotiation	4	<p>Develop robust negotiation plans with business partners for complex procurement negotiations and coach other procurement staff in how to approach negotiations</p> <p>Gather and apply leading edge procurement negotiation thinking and practice across the organisation</p> <p>Lead negotiations for large complex categories and significant projects (e.g. outsourcing agreements, Joint Ventures, partnerships)</p> <p>Adopt appropriate negotiation styles for all situations (internal and external), and effectively use these to deliver optimal procurement outcomes</p>
Procurement Risk Management	4	<p>Lead the development of risk management tools and techniques to identify and prioritise risks to service delivery</p> <p>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</p> <p>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</p> <p>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</p> <p>Manage compliance and work with business partners to eliminate non-compliant practices in procurement</p>

Version Control

Version	Summary of Changes	Date
V1.0	Position Description translated into Role Description template	16.07.2019

Roles attached

Position Number	Region	Position Number	Region	Position Number	Region	Position Number	Region