

Role Description

Senior Commercial Officer



Customer
Service

Cluster	Customer Service
Department/Agency	Department of Customer Service
Division/Branch/Unit	Digital.NSW and Customer Service ICT / NSW Telco Authority
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	591113
PCAT Code	1339192
Date of Approval	May 2019

Primary purpose of the role

Performs end-to-end procurement activities to support the Division/Branch and partners with stakeholders to plan, develop, source and manage procurement arrangements

Key accountabilities

- Undertake business needs assessment, supply market analysis and commercial risk assessments to inform procurement planning and sourcing decisions
- Implement frameworks for established contracts and vendors to ensure contracted service delivery is maintained, monitored and reported against. This requires appropriate KPI's are set and measured ensuring the development (through feedback and active supplier management) of appropriate suppliers to enable the Branch and stakeholders to deliver the organisational Objectives
- Plan and lead contract negotiations in the establishment and review of supply arrangements to deliver value for money procurement outcomes, including the development of tender documentation
- Lead the development and management of optimal sourcing strategies applying best practice use of cross functional resources
- Implement frameworks for established contracts and vendors to ensure contracted service delivery is maintained, monitored and reported against
- Ability to work with the range of stakeholders to deliver complex technical procurements across infrastructure, hardware, software and services
- Ability to provide expert advice and guidance on procurement options and timeframes to ensure project delivery

Key challenges

- Ensuring the relevant Scheme is managed effectively in line with NSW Procurement Guidelines and the organisation's Policy considerations.
- Continually building professional knowledge in procurement, the business and markets to enhance the expert advice and support provided to procurement decision-makers, given the complexity of procurement legislation and policy and the dynamic nature of markets

Key relationships

Who	Why
Internal	
Agency Head/Functional Head	<ul style="list-style-type: none"> • Provide expert advice to contribute to decision making and directions in procurement
Across the Organisation	<ul style="list-style-type: none"> • Lead in the development of procurement documentation • Collaborate to achieve business outcomes
Manager	<ul style="list-style-type: none"> • Provide expert advice on procurement strategies and directions and contribute to broader unit issues • Report on progress towards business objectives, discuss key projects and issues and receive advice • Provide support in sourcing activities
Work Team	<ul style="list-style-type: none"> • Support team members and work collaboratively to contribute to achieving the teams business outcomes • Participate in meetings to share information and provide input on issues
Stakeholders	<ul style="list-style-type: none"> • Collaborate and provide expert advice to contribute to procurement strategies, activities and decision-making • Provide governance, guidance and support to agency staff/teams undertaking procurement • Resolve and provide solutions to issues and build capability
External	
Stakeholder Agencies	<ul style="list-style-type: none"> • Consult and collaborate to define mutual interests and determine strategies to achieve their realisation • Provide advice and information to support procurement decision-making • Lead and coach in the development of tender documentation.
Vendors/Service Providers and Consultants	<ul style="list-style-type: none"> • Gather information to support analyses of markets and suppliers and contract performance • Explore business opportunities and develop innovative procurement strategies and supply arrangements • Manage contracts and monitor provision of service to ensure compliance with contracts and service arrangements • Conduct governance meetings
Other NSW Government Agencies	<ul style="list-style-type: none"> • Establish networks to enable performance benchmarking, monitor market trends and maintain currency in trends and developments in procurement • Contribute to cross agency or whole of government projects/programs • Influence the development of procurement policy, programs and services
Professional and Sector Associations	<ul style="list-style-type: none"> • Exchange information on market developments, performance benchmarking, innovation and other matters of mutual interest

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers to a Managers' decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the manager.

Reporting line

Commercial Manager

Direct reports

This role has no direct reports

Budget/Expenditure

As per the Customer Service Delegations

Essential requirements



A relevant tertiary qualification in business or commerce, engineering or another relevant field

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

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
	Communicate Effectively	Advanced
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
	Deliver Results	Adept
	Plan and Prioritise	Intermediate



Think and Solve Problems	Adept
Demonstrate Accountability	Intermediate



Finance	Intermediate
Technology	Intermediate
Procurement and Contract Management	Adept
Project Management	Adept

Capability Set	Category and Sub-category	Level and Code
	Supplier Relationship Management	3
	Contract Law	3
	Legislative and Policy Environment	3
	Procurement Risk Management	3
	Contract Management	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 Monitor ethical practices, standards and systems and reinforce their use Act in reported breaches of rules, policies and guidelines

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Communicate Effectively	Advanced	<ul style="list-style-type: none"> • Present with credibility, engage varied audiences and test levels of understanding • Translate technical and complex information concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Actively listen and encourage others to contribute inputs • Adjust style and approach to optimise outcomes • Write fluently and persuasively in a range of styles and formats
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
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
Business Enablers Procurement and Contract Management	Adept	<ul style="list-style-type: none"> • Apply legal, policy and organisational guidelines and procedures in relation to procurement and contract management • Develop well written, well-structured procurement documentation that clearly sets out the business requirements • Monitor procurement and contract management processes to ensure they are open, transparent and competitive, and that contract performance is effective • Be aware of procurement and contract management risks, and what actions are expected to mitigate these • Evaluate tenders and select providers in an objective and rigorous way, in line with established guidelines and principles • Escalate procurement and contract management issues where required

Occupation specific capability set Procurement

Category and Sub-category	Level and Code	Level Descriptions
Supplier Relationship Management	3	<ul style="list-style-type: none"> • Use supply positioning to determine the appropriate supplier relationship needed for all categories of expenditure and coach other staff on the application of supplier relationship management (SRM) principles • Develop sound working relationships with strategic suppliers at an operational level • Identify areas of waste throughout the supply chain and work with suppliers to eliminate these • Track and monitor benefits through supplier relationships for high risk/spend suppliers and contracts
Procurement Risk Management	3	<ul style="list-style-type: none"> • Develop risk mitigation strategies for complex procurement arrangements • Proactively keep abreast of risk management processes and effectively use systems and practices to input to project risk logs and opportunity assessment activities within own team • Develop risk mitigation strategies for complex and large procurement projects, ensure appropriate ownership of risk between the organisation and the supplier (i.e. allocation of risk where it is best managed) • Champion compliance as a key procurement risk mitigation strategy
Contract Management	3	<ul style="list-style-type: none"> • Utilise tools and systems to analyse and interpret a wide variety of supplier and performance related information to drive better outcomes through the relationship • Ensure the contracted services are delivered in accordance with the intent of the contract, risks are identified and performance effectively managed • Administer complex contracts such as outsourced arrangements and joint ventures • Review and negotiate contract variations and monitor the contract database to ensure contract details are up to date • Work with internal business partners to define and provide a single face to the supply market, ensure agreements are fully understood and utilised and performance issues are addressed effectively • Effectively analyse data to assess strategic supplier performance and identify changes/improvements needed to deliver better outcomes