

Role Description

Supplier Manager



Cluster	Finance, Services & Innovation
Agency	Department of Finance, Services & Innovation
Division/Branch/Unit	Procurement and Workplace
Classification/Grade/Band	Grade 9/10
ANZSCO Code	TBA
PCAT Code	TBA
Date of Approval	March 2017
Agency Website	www.finance.nsw.gov.au

Primary purpose of the role

Partnering with stakeholders to plan, develop, source and manage procurement arrangements to effectively meet organisational and business objectives.

Key accountabilities

- Contribute to the development and implementation of category management plans and strategies to deliver value for money and meet stakeholder needs and expectations
- Analyse business needs, commercial risks and supply markets to inform category planning and sourcing
- Develop, co-ordinate and lead sourcing activities, applying extensive knowledge across a range of categories, to establish supply arrangements that deliver desired outcomes
- Provide governance, advice and guidance to internal stakeholders to build expertise in procurement and procurement categories across the organisation
- Develop and administer contract management plans, negotiate changes and modifications, supplier performance management and compliance requirements by developing effective supplier relationships to enhance category outcomes
- Plan and lead contract negotiations in the establishment and review of supply arrangements to deliver value for money procurement outcomes in specific categories
- Identify, manage and mitigate procurement risks to enable the organisation to meet its obligations and maximise business opportunities
- Document procurement processes, decisions and contractual arrangements to provide an audit trail for probity and audit purposes

Key challenges

- Identifying and promoting ways for the organisation to manage demand, given that this may involve changes in business unit practices

- Continually building professional knowledge in a wide range of categories to enhance the expert advice and support provided to procurement decision-makers, given the rate of change in this field **Key relationships**

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> Provide reports, data and analysis Provide expert advice and guidance of procurement and reporting issues Escalate issues, keep informed, advise, receive guidance and instructions
Work Team	<ul style="list-style-type: none"> Inspire and motivate team, provide direction and manage performance Lead meeting to obtain work group perspective and share information
Clients/customers	<ul style="list-style-type: none"> Develop and maintain effective working relationships to support management Manage the flow of information, seek clarification and provide advice and responses to ensure prompt resolution of issues and queries Consult, provide and obtain information
External	
Stakeholders	<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 decisionmaking
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
Other NSW Government Agencies	<ul style="list-style-type: none"> Establish networks to enable performance benchmarking and maintain currency in trends and developments 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"> □ Build professional expertise and keep up with market developments, 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 Manager 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

This role reports to the Category Manager

Direct reports

This role has one direct report:

- Procurement Officer, Grade 5/6

Budget / Expenditure

As per the DFSI Financial Delegations

Essential requirements


- Tertiary qualifications in a relevant discipline to facilitate effective procurement and workplace services and/or relevant industry experience in large public sector agencies or commercial enterprises
- This role is assigned to one of DFSI hub locations that include but are not limited to Sydney CBD, Parramatta and Gosford.
- This role requires travel to different DFSI business locations across NSW from time to time.

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.

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Adept
	Project Management	Adept
 People Management	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate

Capability Set	Category and Sub-category	Level and Code
	Procurement Analysis	3
	Strategic Sourcing	3
	Commercial Negotiation	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	Adept	<ul style="list-style-type: none"> <input type="checkbox"/> Represent the organisation in an honest, ethical and professional way and encourage others to do so <input type="checkbox"/> Demonstrate professionalism to support a culture of integrity within the team/unit <input type="checkbox"/> Set an example for others to follow and identify and explain ethical issues <input type="checkbox"/> Ensure that others understand the legislation and policy framework within which they operate <input type="checkbox"/> Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> <input type="checkbox"/> Take responsibility for delivering high quality customerfocused services <input type="checkbox"/> Understand customer perspectives and ensure responsiveness to their needs <input type="checkbox"/> Identify customer service needs and implement solutions <input type="checkbox"/> Find opportunities to co-operate with internal and external parties to improve outcomes for customers <input type="checkbox"/> Maintain relationships with key customers in area of expertise <input type="checkbox"/> Connect and collaborate with relevant stakeholders within the community
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> <input type="checkbox"/> Encourage a culture of recognising the value of collaboration <input type="checkbox"/> Build co-operation and overcome barriers to information sharing and communication across teams/units <input type="checkbox"/> Share lessons learned across teams/units <input type="checkbox"/> Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work

Results Deliver Results	Intermediate	<input type="checkbox"/> Complete work tasks to agreed budgets, timeframes and standards <input type="checkbox"/> Take the initiative to progress and deliver own and team/unit work <input type="checkbox"/> Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals <input type="checkbox"/> Seek and apply specialist advice when required
Business Enablers Procurement and Contract Management	Adept	<input type="checkbox"/> Apply legal, policy and organisational guidelines and procedures in relation to procurement and contract management <input type="checkbox"/> Develop well written, well structured procurement documentation that clearly sets out the business requirements <input type="checkbox"/> Monitor procurement and contract management processes to ensure they are open, transparent and competitive, and that contract performance is effective <input type="checkbox"/> Be aware of procurement and contract management risks,

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		and what actions are expected to mitigate these <ul style="list-style-type: none"> • 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
People Management Manage and Develop People	Intermediate	<input type="checkbox"/> Ensure that roles and responsibilities are clearly communicated <ul style="list-style-type: none"> • Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks • Develop team capability and recognise and develop potential in people • Be constructive and build on strengths when giving feedback • Identify and act on opportunities to provide coaching and mentoring • Recognise performance issues that need to be addressed and work towards resolution of issues

Occupation specific capability set Procurement

Category and Sub-category	Level and Code	Level Descriptions
---------------------------	----------------	--------------------

Procurement Analysis	3	<p>Effectively engage stakeholders and develop procurement strategies based on sound knowledge of business needs and supply markets</p> <p>Identify a number of different supply markets from which a category can be sourced and assess the optimal approach</p> <p>Develop robust, detailed spend models using data from a variety of sources, providing insight into supply markets and internal demand analysis</p> <p>Apply strategic tools such as Supply Positioning, market segmentation analysis, PESTLE and Porters Five Forces to analyse supply markets</p> <p>Undertake supplier/customer preferencing and effectively translate the outcomes into procurement sourcing strategies</p> <p>Research and provide competitive procurement options to deal with limited supply of products and services</p> <p>Review and select tools and systems solutions developed to suit the application needed</p>
----------------------	---	--

Occupation specific capability set Procurement

Category and Sub-category	Level and Code	Level Descriptions
Strategic Sourcing	3	<p>Manage categories or large areas of expenditure</p> <p>Engage supply markets and internal stakeholders positively to achieve effective communication and conditioning</p> <p>Analyse all internal and external procurement information to effectively develop supply base strategies for major procurement projects</p> <p>Prepare procurement documentation which is professional, well-structured and concise, uses appropriate language and contains relevant information for high value/high risk projects</p> <p>Demonstrate expert knowledge of the supplier evaluation and selection process and manage the process for high value/high risk projects</p> <p>Develop evaluation plans that allow for a multi-stage evaluation and assessment of several potentially competing criteria and complex Value for Money calculations</p> <p>Conduct straightforward debriefs</p> <p>Develop detailed Contract Management plans that include defined KPIs, a predetermined approach to feedback, and an action plan to address nonperformance issues</p>
Procurement Risk Management	3	<p>Develop risk mitigation strategies for complex procurement arrangements</p> <p>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</p> <p>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)</p> <p>Champion compliance as a key procurement risk mitigation strategy</p>