

GUIDED BUYING SPECIALIST

BRANCH/UNIT	Shared Services / Procurement		
TEAM	Procurement Capability & Governance		
LOCATION	Optional		
CLASSIFICATION/GRADE/BAND	TAFE Worker Level 9		
POSITION NO.	TBA		
ANZSCO CODE	511111	PCAT CODE	1217292
TAFE Website	www.tafensw.edu.au		

1. ORGANISATIONAL ENVIRONMENT

TAFE NSW's purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training with over 500,000 annual enrolments and a proud history for setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion and reputation to meet the rapidly changing VET landscape. TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening up opportunities through learning.

2. POSITION PURPOSE

The Guided Buying Specialist is responsible for the management and administration of Guided Buying content and functionality on the TAFE NSW Checkout (SAP Ariba®) platform, ensuring that the Checkout platform enables TAFE NSW buyers to easily find and purchase the goods and services required to deliver high quality education and training experiences to the people of NSW, in a compliant way. The role provides critical Level 2 support to resolve issues impacting the payment process for suppliers – identifying root causes and eliminating recurrent issues at the source.

3. KEY ACCOUNTABILITIES

1. Manage and maintain the Guided Buying User Interface in the TAFE NSW Checkout, including creating new tiles, deleting outdated tiles, mapping catalogues and commodity codes to nodes/tiles and revising text as required.
2. Maintain SAP Ariba Guided Buying site map through the application of the JavaScript Object Notation (JSON) programming language.
3. Develop standards to improve and maintain the TAFE-practice for commodity code mapping.
4. Provide expert Level 2 functional and technical support for issues experienced by end users across the SAP Ariba Solution suite, playing a critical role in ensuring orders are placed and suppliers are paid in a timely manner.
5. Act as the subject matter expert for TAFE NSW in the Guided Buying, Buying & Invoicing and Procure to Pay modules, ensuring continuous upskilling and knowledge sharing across the team, and key support groups such as Finance Helpdesk and TAFE Finance Shared Services.
6. Responsible for maintaining and continuously improving master data relied on in the TAFE NSW Checkout, including suppliers, delivery address, commodity codes, tax codes, etc.
7. In collaboration with the Capability Specialist, develop TAFE NSW procedures, process documentation and knowledge articles for Guided Buying and Catalogue Management.
8. In collaboration with the Capability Specialist, document and implement Business Change Requests related to Catalogues, Guided Buying and Buyer Transaction Rules based on business requirements
9. Conduct User Acceptance Testing and Post Verification Testing for Catalogue, Guided Buying and Buyer Transaction Rule changes to drive operational excellence and effective delivery of the Platform Strategy
10. Reflect TAFE NSW values in the way you work and abide by policies and procedures to ensure a safe, healthy and inclusive work environment.
11. Place the customer at the centre of all decision making.
12. Work with the Line Manager to develop and review meaningful performance management and development plans.

4. KEY CHALLENGES

- Balancing competing objectives around the speed, accuracy and relevance of catalogue development and deployment; prioritising the requirements of buyers, suppliers, SAP Ariba and key business stakeholders.
- Providing critical support role for a high-priority Procurement solution that is critical to the facilitation of time sensitive ordering and accurate supplier payment.
- Maintaining the accuracy and effectiveness of the commodity code hierarchy in JSON programming language which underpins the entire Guided Buying platform (used to place every order at TAFE NSW).
- Remaining up to date with new features and functionality within the SAP Ariba Suite; this role will be required to self-educate on a continual basis to ensure capability is maintained and shared across the team.
- Articulating and conveying catalogue and Guided Buying requirements, and compliance rationale given the diversity of client needs.

5. KEY RELATIONSHIPS

WHO	WHY
Internal	
Procurement Systems Manager	<ul style="list-style-type: none"> • Receive leadership, direction and support. • Collaborate on issues and new innovations.
Governance Team members	<ul style="list-style-type: none"> • Collaborate on governance, training and communication projects, activities and BAU as required.
Procurement Category Teams	<ul style="list-style-type: none"> • Identify and assess opportunities for continuous improvement to Guided Buying and Catalogues as well as collaborate on ad-hoc requests for catalogue updates from Suppliers and Buyers.
TAFE NSW Buyers	<ul style="list-style-type: none"> • Identify and assess opportunities for continuous improvement in supporting buyers to use the TAFE NSW Checkout efficiently, effectively and compliantly.
Support Teams (Finance HelpDesk and TAFE Finance Shared Services)	<ul style="list-style-type: none"> • Provide insights on common issues through Level 2 resolution.
External	
Suppliers	<ul style="list-style-type: none"> • Provide support and advice on interacting with TAFE and creating, uploading catalogues.
Ariba Resources	<ul style="list-style-type: none"> • Collaborate on catalogue and integration projects to deliver functional and technical solutions.

6. POSITION DIMENSIONS

Reporting Line: Procurement Systems Manager

Direct Reports: Nil

Indirect Reports: Nil

Financial delegation: TBA

Budget/Expenditure: TBA

Decision Making:

- Makes decisions on complex and sensitive issues that are based on professional judgment, evaluating risks and in the context of a complex and changing environment.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

7. ESSENTIAL REQUIREMENTS

1. Degree in relevant discipline or equivalent skills, knowledge and experience.
2. Broad knowledge of spend management strategies, category management, procurement operational processes and supplier information and relationship management. SAP Ariba experience highly desirable.
3. Experience as a Level 2 resolution group in ServiceNow, or similar service management platform.
4. Experience in using JSON computing language.
5. Ability to address and meet focus capabilities as stated in the Position Description.





8. CAPABILITIES

NSW Public Sector Capability Framework

Below is the full list of capabilities and the level required for this role as per the [NSW Public Sector Capability Framework](#). The capabilities in **bold** are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

Capability levels are as follows and reflect a progressive increase in complexity and skill:

Foundational > Intermediate > Adept > Advanced > Highly Advanced

CAPABILITY GROUP	NAME	LEVEL
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity and Inclusion	Foundational
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Adept
	Plan And Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Advanced
	Procurement and Contract Management	Adept
	Project Management	Intermediate

FOCUS CAPABILITIES

The focus capabilities for the Guided Buying Specialist 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 position's key accountabilities.

NSW Public Sector Focus Capabilities

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Intermediate	<ul style="list-style-type: none"> Represent the organisation in an honest, ethical and professional way. Support a culture of integrity and professionalism. Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct. Recognise and report misconduct and illegal and inappropriate behaviour. Report and manage apparent conflicts of interest and encourage others to do so.
Personal Attributes Manage Self	Intermediate	<ul style="list-style-type: none"> Adapt existing skills to new situations. Show commitment to achieving work goals. Show awareness of own strengths and areas for growth, and develop and apply new skills. Seek feedback from colleagues and stakeholders. Stay motivated when tasks become difficult.
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to diverse audiences Clearly explain complex concepts and arguments to individuals and groups Create opportunities for others to be heard, listen attentively and encourage them to express their views Share information across teams and units to enable informed decision making Write fluently in plain English and in a range of styles and formats Use contemporary communication channels to share information, engage and interact with diverse audiences
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> Encourage a culture that recognises the value of collaboration. Build cooperation and overcome barriers to information sharing and communication across teams and units. Share lessons learned across teams and units. Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work. Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services.
Results Deliver Results	Adept	<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.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> 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.
Results Plan and Prioritise	Adept	<ul style="list-style-type: none"> Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work. Initiate, prioritise, consult on and develop team and unit goals, strategies and plans. Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses. Ensure current work plans and activities support and are consistent with organisational change initiatives. Evaluate outcomes and adjust future plans accordingly.
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence. Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience. Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience. Seek contributions and ideas from people with diverse backgrounds and experience. Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness. Identify and share business process improvements to enhance effectiveness.
Business Enablers Technology	Advanced	<ul style="list-style-type: none"> Champion the use of innovative technologies in the workplace. Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies. Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes. Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes. Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies.
Business Enablers Procurement and Contract Management	Adept	<ul style="list-style-type: none"> Apply legal, policy and organisational guidelines and procedures relating 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. Be aware of procurement and contract management risks, and actions to manage or mitigate risk in monitoring contract performance.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
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- 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.