

Role Description

Manager Warehousing



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| Cluster | Stronger Communities |
| Department/Agency | NSW State Emergency Service |
| Division/Branch/Unit | Finance, Asset and Business Services |
| Location | State Headquarters |
| Classification/Grade/Band | Clerk Grade 9/10 |
| ANZSCO Code | 132211 |
| Role Number | 52009765 |
| PCAT Code | 3227292 |
| Date of Approval | |
| Agency Website | www.ses.nsw.gov.au |

Agency overview

Our Mission: NSW SES saving lives and creating safer communities.

Our Vision: A trusted volunteer-based emergency service, working together to deliver excellence in community preparedness and emergency response.

The NSW State Emergency Service (NSW SES) is an emergency and rescue service made up almost entirely of volunteers and supported by a small staff contingent. NSW SES is a key influencer of other emergency service agencies and works closely with these partners to modernise and grow volunteering to save lives and protect communities

While major responsibilities are for flood, storm operations and tsunamis, the NSW SES also provides the majority of general rescue effort in the rural parts of the state. This includes road accident rescue, vertical rescue, bush search and rescue, evidence searches (both metropolitan and rural), other forms of specialist rescue that may be required due to local threats, Urban Search and Rescue and Community First Response.

Primary Purpose of the role

Manage the development, continuous review and improvement of warehousing, supply chain, equipment / asset, infrastructure, and inventory/stores management strategies, policies, procedures and processes across NSW SES to ensure operational and statutory requirements are met.

Key Accountabilities

- Lead the warehousing team to deliver high quality customer service and warehousing advice, to ensure service delivery to State Headquarters, Zones and Units.
- Identify, manage and mitigate safety risks within the Warehouse environment, ensuring compliant utilisation of assets and resources, to enable the NSW SES to maintain compliance with governance, work health & safety and other requirements and provide a safe work environment for staff.
- Develop, review and recommend changes to policies, procedures and processes relating to warehouse management, to ensure operational and statutory requirements are met
- Develop, implement and monitor the annual equipment delivery plan and the NSW SES Hydraulic Asset Management Plan; and draft succinct, accurate and timely reports, briefs and correspondence as required
- Prepare, manage and monitor the NSW SES equipment/asset/inventory management budget, including funding preparation plans and bids for additional moneys and/or special projects; develop and implement a structured approach that identifies the base cost associated for a Zone/Unit to function; develop detailed spend model analysis and to report on to senior management
- Oversee the SAP warehouse functionality, Master Data and the efficient supply, storage, control and distribution of goods/stock to ensure the Zone/Unit has current and accurate information on stock and equipment
- Provide specialist advice and support regarding procurement, contracting, asset and equipment management to senior management, line managers, staff and volunteers to achieve best value for money, resourcing outcomes across the NSW SES and ensure statutory/public sector compliance
- Collaborate with internal and external stakeholders to facilitate the provision of appropriate equipment and operational stores for the Agency

Key challenges

- Ensuring the Agency remains current in business objectives by participating in continuous learning and research into leading edge warehousing, procurement supply chain, assets, infrastructure and inventory management processes and technologies, and the legal and government framework in which they operate
- Providing support and advice to volunteers and staff to ensure warehousing functions meet operational requirements, within an organisation that is geographically dispersed
- Ensuring the accurate and safe operation of the agency's warehouse function, in a fast-paced environment often during operations

Key relationships

| Who | Why |
|---------------------------------------|--|
| Internal | |
| Manager | <ul style="list-style-type: none"> • Receive guidance and direction regarding direction and priorities • Provide standard and ad hoc reports, as well as progress updates as required • Inform on the management and implementation of the Hydraulics Asset Management Plan. • Receive feedback regarding performance and respond appropriately |
| Work team | <ul style="list-style-type: none"> • Collaborate to develop warehousing processes to ensure safety and service delivery across the agency • Maintain effective working relationships to ensure collaboration and performance outcomes are achieved • Manage, mentor and coach and determine day-to-day work priorities • Lead, manage and support performance and development • Communicate strategic priorities and direction from senior management |
| Senior Manager Operations | <ul style="list-style-type: none"> • Collaborate to determine operational requirements regarding specialist rescue requirements |
| Zone staff and SES Managers/Directors | <ul style="list-style-type: none"> • Monitor and respond to requests in a professional, timely and customer focused manner • Liaise extensively and provide specialist advice relating to warehousing functions • Develop and maintain collegiate relationships, provide accurate advice and collaborate to resolve issues arising |
| External | |
| Suppliers and vendors | <ul style="list-style-type: none"> • Explore business opportunities and develop innovative procurement strategies and supply arrangements relating to warehouse functions • Build and maintain cooperative business relationships to ensure timely product / service delivery • Negotiate cost effective and value for money arrangements for the NSW SES |
| Other government agencies | <ul style="list-style-type: none"> • Develop close working relationships and networks to understand requirements and supply compliant, timely and accurate information • Contribute to cross agency or whole of government projects/programs • Influence the development of policy, programs and services relating to warehouse functions • Understand and respond to operational infrastructure requirements |

Role dimensions

Decision making

This role has autonomy in managing the work of the team and makes decisions on matters under their direct control. The role manages the development and delivery of a range of strategies relating to warehousing, asset/equipment and infrastructure management issues.

The role will also produce reports, recommendations, correspondence and briefs; determines the content of advice and information provided to the Senior Manager. Decisions referred to the Senior Manager, or the Director, include matters that are sensitive, complex or have a significant organisational/political impact, or that require a higher delegated authority.

Reporting line

This role reports directly to the Senior Manager Procurement & Logistics

Direct reports

The role has 2 direct reports:

Coordinator Warehouse

Inventory Officer

Budget/Expenditure

Nil

Essential requirements

- A Diploma in a relevant discipline, or equivalent warehousing, logistics, supply chain, procurement and asset/equipment management experience
- Demonstrated experience in developing and implementing system and process reform in the areas of procurement, inventory optimisation, supply chain and/or assets management
- Thorough knowledge of AIIMS principles and processes, and/or willingness to obtain competence within 12 months

You may be required to participate in activities to support the agency during operational or emergency responses at NSW SES locations in the state, where the requirements are within the scope of your skills, knowledge and capabilities. You may also be required to participate in an on-call roster.


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 | Adept |
| | Manage Self | Adept |
| | Value Diversity and Inclusion | Intermediate |
|  | Communicate Effectively | Adept |
| | Commit to Customer Service | Adept |
| | Work Collaboratively | Adept |
| | Influence and Negotiate | Intermediate |
|  | Deliver Results | Advanced |
| | Plan and Prioritise | Adept |
| | Think and Solve Problems | Intermediate |
| | Demonstrate Accountability | Adept |
|  | Finance | Intermediate |
| | Technology | Intermediate |
| | Procurement and Contract Management | Adept |
| | Project Management | Intermediate |
|  | Manage and Develop People | Adept |
| | Inspire Direction and Purpose | Intermediate |
| | Optimise Business Outcomes | Intermediate |
| | Manage Reform and Change | Intermediate |

NSW Public Sector Occupation / Profession Specific Capabilities

| Capability Group | Capability Name | Level (1-5) |
|---|---|----------------|
|  | Supplier Relationship Management | Level 3 |
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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 (Occupational Specific Capabilities)

| Group and Capability | Level | Behavioural Indicators |
|--|--------------|---|
| Personal Attributes Act with Integrity | Adept | <ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Ensure that others are aware of and understand the legislation and policy framework within which they operate • Act to prevent and report misconduct and illegal and inappropriate behaviour |
| Relationships Commit to Customer Service | Adept | <ul style="list-style-type: none"> • Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community |
| Results Deliver Results | Advanced | <ul style="list-style-type: none"> • Seek and apply the expertise of key individuals to achieve organisational outcomes • Drive a culture of achievement and acknowledge input from others Determine how outcomes will be measured and guide others on evaluation methods • Investigate and create opportunities to enhance the achievement of organisational objectives • Make sure others understand that on-time and on-budget results are required and how overall success is defined • Control business unit output to ensure government outcomes are achieved within budgets • Progress organisational priorities and ensure that resources are acquired and used effectively |
| Business Enablers Technology | Intermediate | <ul style="list-style-type: none"> • Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies |

| Group and Capability | Level | Behavioural Indicators |
|---|---------|---|
| Manage and Develop People | Adept | <ul style="list-style-type: none"> • Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes • Adjust performance development processes to meet the diverse abilities and needs of individuals and teams • Develop work plans that consider capability, strengths and opportunities for development • Be aware of the influences of bias when managing team members • Seek feedback on own management capabilities and develop strategies to address any gaps • Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way • Monitor and report on team performance in line with established performance development frameworks |
| Supplier Relationship Management | Level 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 |