

Role Description

Senior Procurement Analyst



Customer
Service

Cluster	Customer Service
Department/Agency	Department of Customer Service
Division/Branch/Unit	Various
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	591113
PCAT Code	1339192
Date of Approval	September 2019

Primary purpose of the role

Develops procurement intelligence, from a range of data sources, through business analysis, cost modelling, reporting, and performance analysis to inform procurement decisions, support performance improvement, and to enable stakeholders to meet business needs and expectations.

Key accountabilities

- Partner with key procurement and business partners to determine their business needs, and provide procurement reports and insights to inform procurement decisions and assist in the development of innovative procurement and category management strategies, policies and processes
- Proactively identify, manage and provide advice on political, commercial, contractual, operational, financial, reputational, ethical and supply chain risks to meet organisational obligations and maximise business opportunity
- Identify and use the most appropriate analytical tools, techniques and systems to analyse and interpret a wide range of supplier and organisational information and develop reports, forecasts and advice to inform and support procurement planning and decision-making
- Research and analyse supply markets to determine market segmentation, trends, issues, maturity, risks and relative organisational position to identify opportunities and inform sourcing strategies
- Develop, assess and provide reports for the effective management of supplier performance and to track and report on benefits delivered
- Gather and document requirements in preparation for multiple market approaches for services to meet organisational and government priorities
- Ensure the logistics and transparency of response evaluation is coordinated, compliant, and meets timelines

Key challenges

- Using a range of techniques to communicate analytical reports and insights meaningfully to key stakeholders given the complexity of business needs and the insights generated

- Continually building knowledge of procurement and the business to enhance analysis and advice to procurement decision-makers - to enable timely recommendations to improve procurement decisions and meet business objectives while working to tight timeframes

Key relationships

Who	Why
Internal	
Director	<ul style="list-style-type: none"> Provide expert analyses and advice to contribute to decision making and directions in procurement
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, receive guidance and instructions
Direct reports	<ul style="list-style-type: none"> Guide, support, coach, mentor and manage performance Provide own perspective and share information Work collaboratively with, inspire and motivate
Work Team	<ul style="list-style-type: none"> Support team members and work collaboratively to contribute to achieving the team's business outcomes Participate in meetings to share information and provide input on issues
Customers / Stakeholders	<ul style="list-style-type: none"> Provide client focused approach to service delivery Collaborate and provide expert analyses and advice and assurance services to contribute to procurement strategies, activities and decision-making
External	
Customers/Stakeholders	<ul style="list-style-type: none"> Provide client-centred approach to service delivery Consult and collaborate to define mutual interests and determine strategies to achieve their realisation Provide expert reports, analyses and advice to support procurement decision-making
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, monitor market trends and maintain currency in trends and developments in analytics and procurement Contribute to cross agency or whole of government projects/programs Influence the development of procurement policy, programs and services

Who	Why
Professional and Sector Associations	<ul style="list-style-type: none"> Exchange market intelligence and information on performance benchmarking, innovation and other matters of mutual interest to evaluate and enhance the effectiveness and quality of procurement programs and services

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

Manager

Direct reports

The role may have various direct or indirect reports

Budget/Expenditure

As per the Customer Service Delegations

Essential requirements

Relevant tertiary qualifications and/or demonstrated working experience in a procurement environment

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


The Role has Occupational specific capabilities. The occupational specific capabilities for this role are available at <https://www.psc.nsw.gov.au/ArticleDocuments/549/Procurement%20Professionals%20Capability%20Set%20-%20Final%2017042015.pdf.aspx>

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
 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	Intermediate
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Adept

Capability Set	Category and Sub-category	Level and Code
 Procurement	Procurement Analysis	3
	Procurement Risk Management	3
	Legislative and Policy Environment	3
	Cost Management	4

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"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> • Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> • Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> • Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
Business Enablers Procurement and Contract Management	Intermediate	<ul style="list-style-type: none"> • Understand and comply with legal, policy and organisational guidelines and procedures in relation to procurement and contract management • Conduct delegated purchasing activities, complying with prescribed guidelines and procedures • Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements

Occupation specific capability set Procurement

Category and Sub-category	Level and Level 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>
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>
Cost Management	4	<p>Develop robust TCO models for complex supply arrangements and create templates and guidance for cost modelling</p> <p>Identify price as a part of overall cost which is part of the overall value and expertly apply this principle in assessing the value of supply arrangements</p> <p>Work with other business areas to develop 'should-cost' models for complex arrangements (functional outsourcing, capital expenditure etc.)</p> <p>Proactively assess cost levers/drivers for complex categories/arrangements to optimise specification/service levels and continue to drive better outcomes</p> <p>Use financial reports and externally available data to assess supplier financial stability over the medium to long term and the financial capacity to deliver straightforward but high value contracts</p> <p>Work closely with key contractors and apply value engineering principles to identify and reduce waste and costs throughout the supply chain</p> <p>Account for the effect of external influences on price such as foreign exchange fluctuations, and the impact this can have on pricing over the term of a contract, in contract price variation clauses</p> <p>Liaise with financial experts to validate the impact of external influences on price and effectively negotiate with suppliers to achieve good outcomes</p>