

Role Description

Vendor Management & Performance Specialist



Cluster	NSW Parliament
Agency	Department of Parliamentary Services
Division/Branch/Unit	Digital Transformation
Role number	TBA
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	TBA
PCAT Code	TBA
Date of Approval	December 2023
Agency Website	www.parliament.nsw.gov.au

Agency overview

Administratively, the Parliament comprises three main Departments: the Department of Parliamentary Services (DPS); Department of the Legislative Council (LC); and the Department of the Legislative Assembly (LA). The Chief Executive is the head of the Department of Parliamentary Services, the Clerk of the Legislative Council and Clerk of the Legislative Assembly are the heads of their respective House Departments. These House Departments are responsible for providing procedural advice to the Council and Assembly, and their respective members, on parliamentary proceedings in each House and their Committees, undertaking protocol functions, providing corporate and executive support, House specific administrative/research services and generating content/engagement strategies relating to the activities of the House and its committees.

DPS is responsible for providing corporate and other common services across the Parliament as a whole. It comprises the following Divisions; Parliament Services and Corporate Services, and two project Branches; Digital Transformation and Capital Works Strategy Delivery.

The Parliament Services Division comprises administrative and support services specific to the institution of Parliament. This includes the Hansard, Library and Research Branch, the Communications, Engagement and Education branch and the Parliamentary Catering Unit.

The Corporate Services Division comprises of the corporate functions that provide services to all staff and Members across Parliament House. This includes: the Financial Services & Governance Branch; People, Property & Security Branch; IT Services Unit; and the Planning, Insights and Performance Unit.

The Parliament's ultimate governance body includes the Presiding Officers and the Chief Executive, DPS and the Clerks of the Legislative Council and Legislative Assembly, supported by a contemporary governance framework.

Primary purpose of the role

The Vendor Management and Performance Specialist is responsible for the facilitation, maintenance and performance monitoring of relationships between the Department of Parliamentary Services Digital Transformation Branch and its vendors, suppliers and partners.

Key accountabilities

- Establish and grow collaborative relationships between NSW Parliament and its ICT vendors and suppliers.
- Proactively monitor vendor performance across all ICT functions improving and providing feedback throughout the performance management lifecycle.
- Establish performance targets, monitor progress against agreed quality and performance criteria, and provide effective feedback throughout the performance management cycle.
- Oversee the development of comprehensive vendor management strategies, translating them into specific activities, projects or initiatives.
- Manages contract execution and analysis for all ICT services including cloud-based services.
- Recommend actions to optimise financial and operational performance and minimise risk.
- Act as a routine contact point between the organisation and suppliers concerning contract management.
- Identify areas of cost savings and service improvements in vendor relationships.
- Proactively engage with vendors and suppliers to resolve incidents, problems, poor performance and other sources of conflict.
- Manage and report on risks associated with security, continuity and integrity of supply chain.

Key challenges

- Maintain awareness of emerging technology and how it may benefit NSW Parliament.
- Maintaining awareness of NSW Parliament's ICT projects, digital transformation activities and BAU arrangements, work practices and evolving business needs.
- Establishing vendor management practices with established vendors.
- Maintain awareness of cloud technologies and services and commercial arrangements for those technologies.
- Translate complex ICT services and solutions provided by vendors and suppliers and relate them to business requirements.
- Negotiate with vendors and suppliers on service performance and value.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none">• Report to, receive advice and guidance, clarify instructions and report on progress against work plans as required.

Who	Why
	<ul style="list-style-type: none"> • Provide support to achieve operational priorities, exchange information and contribute to decision-making. • Escalate, discuss issues and propose solutions.
Work Team	<ul style="list-style-type: none"> • Provide guidance and professional support, exchange information. • Determine work priorities and oversee progress to facilitate their ongoing professional development. • Collaborate to continually improve knowledge, build capability and improve consistency and service quality. • Provide an escalation point for issues or complex decision-making.
External	
Vendors and Suppliers	<ul style="list-style-type: none"> • Establish collaborative relationships. • Monitor performance and provide feedback • Provide point of contact for escalations • Report problems and escalate incidents.

Role dimensions

Decision making

The role will have autonomy over decisions under their direct control.

It would refer to the Senior Program Manager for decisions that require significant change or are likely to require approval from a higher level of management.

Reporting line

Director, Digital Transformation.

Direct reports

There are no direct reports.

Budget/Expenditure

Nil.

Key knowledge and experience

- Demonstrated experience working in an ITIL work environment.
- Knowledge of the parliamentary environment and the operations of government is desirable.
- Demonstrated experience in vendor relationship, performance or contract management.
- Well-developed written, oral and interpersonal communication skills.

Essential requirements

- At least 2 years professional experience in delivering relevant services within a similar environment.

Capabilities for the role




The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.


Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.





FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> Model the highest standards of ethical and professional behaviour and reinforce their use Represent the organisation in an honest, ethical and professional way and set an example for others to follow 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 promptly on reported breaches of legislation, policies and guidelines 	Advanced
 Relationships	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	<ul style="list-style-type: none"> Negotiate from an informed and credible position Lead and facilitate productive discussions with staff and stakeholders Encourage others to talk, share and debate ideas to achieve a consensus Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes Influence others with a fair and considered approach and sound arguments Show sensitivity and understanding in resolving conflicts and differences Manage challenging relationships with internal and external stakeholders Anticipate and minimise conflict 	Adept
 Results	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	<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 	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> 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 	
	<p>Demonstrate Accountability</p> <p>Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines</p>	<ul style="list-style-type: none"> Be proactive in taking responsibility and being accountable for own actions Understand delegations and act within authority levels Identify and follow safe work practices, and be vigilant about own and others' application of these practices Be aware of risks and act on or escalate risks, as appropriate Use financial and other resources responsibly 	Intermediate
 <p>Business Enablers</p>	<p>Procurement and Contract Management</p> <p>Understand and apply procurement processes to ensure effective purchasing and contract performance</p>	<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. 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 	Adept

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities. Note: capabilities listed as “not essential” for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate