

Purchasing Policy and Compliance Manager

Reports to Head of Enterprise Risk
Band Band 5, HPV Enterprise Agreement 2018

Position Summary

This role is responsible for driving a program of work enabling HSV to fulfil its legislative functions under the *Health Services Act 1988 (Vic)* ("the Act") to:

- Develop, implement and review policies and procedures to promote best value and probity;
- Monitor compliance by public hospitals with purchasing policies and HSV directions and report irregularities to the Minister;
- Ensure that probity is maintained in the purchasing tendering and contracting activities of public hospitals.

This role is accountable for:

- Managing the delivery of the HSV Compliance Framework and developing strategies, systems and procedures to improve Purchasing Policy and HSV collective agreement compliance.
- Managing HSV's graduated approach for responding to compliance issues with the HSV Health Purchasing Policies (the escalation framework).
- Managing the Purchasing Policies, including review and amendment processes to ensure best practice is maintained and adherence to legislative requirements.
- Providing probity leadership and implement education initiatives to improve awareness of probity by mandated health services.
- Providing advice and guidance to external stakeholders on external policies, compliance requirements and the management of probity issues for health services.
- Building the capability and capacity of HSV staff to educate and support health services with HSV's compliance and probity requirements.
- Building strong stakeholder relationships with external agencies to ensure best practice in HSV's policy, probity and compliance functions
- Completing ongoing reporting and advice to the HSV Executive Leadership Team (ELT), Finance Audit and Risk Management Committee (FARMC) and Board on HSV's Purchasing Policy compliance and probity functions

Specific Duties and Responsibilities

Management of HSV Compliance Framework

- Manage the delivery of the HSV Compliance Framework including the development and delivery of a compliance strategy, compliance reporting monitoring and escalation framework, and support and education program.
- Develop and implement internal and external procedures and systems to support the HSV Compliance Framework and the receipt, monitoring and escalation of non-compliance issues and probity breaches relating to the HSV Health Purchasing Policies and HSV collective agreements.
- Provide leadership, guidance and support to internal stakeholders with a specific focus on the Customer Engagement Team to support their role in the delivery of the HSV Compliance Framework, including: facilitating monthly meetings, regular communications, and individual guidance on compliance and probity issues.
- Deliver compliance updates and presentations to external stakeholder forums, as required.
- Manage the receipt, monitoring, reporting and escalation of health service compliance reporting requirements, through Customer Relationship Managers and other staff, including audit reports, annual self-assessment and reports confirming transition to HSV collective agreements.
- Ensure appropriate record-keeping and documentation of compliance matters are maintained through internal systems, such as Salesforce.
- Ensure prompt and appropriate actions are taken to address health service non-compliance, aligned to the Graduated Compliance Guidelines - including escalation where appropriate.
- Analyse audit outcomes and other issues raised to identify common themes, common outcomes and opportunity for improvement, and collate for the annual report, as well as regular reporting to the ELT, FARMC and Board.
- Liaise with the Data and Systems directorate to develop improved data-informed systems which validate compliance reporting submissions and identify areas of non-compliance with HSV collective agreements.
- Develop and manage a program of activities aimed to support and prevent non-compliance with the HSV Compliance Framework, which includes:
 - Developing guidelines, tools and templates, and intranet/website content for health services and internal HSV staff to support the implementation of the HSV Health Purchasing Policies and to improve policy and HSV collective agreement compliance.
 - Identifying and responding to requirements for specific training to support health services in the effective implementation of HSV Health Purchasing Policy requirements i.e. managing high risk procurement activities.

Probity Leadership and Education

- Develop and oversee an effective probity training education program for health service procurement staff to educate health service procurement staff on the importance of probity.

External Policy Development

- Manage HSV's external policy framework for health services in line with HSV's legislative role to develop, implement and review policies and practices to promote best value and probity.

- Manage the Purchasing Policies, including review and amendment processes to ensure best practice is maintained, adherence to legislative requirements and alignment with VGPB practices where appropriate.
- Support the exemptions process to the HSV Health Purchasing Policies and CPU Purchasing Policy, including internal liaison and individual request management (if required), seeking the required approvals or reviewing approval papers from other internal staff, and facilitating the Victorian Government Gazette requirement under the Act.
- Lead the exemptions working group and working cooperatively with cross-directorate participants, including the Procurement and Value Delivery directorate and Customer Engagement directorate.
- Provide guidance and recommendations to the ELT, FARMC and Board on amendments to or the interpretation of external policy requirements.
- Promote and provide advice and support to internal and external stakeholders on HSV's external policy framework.

Management

- Contribute to the Finance, Risk and Governance division and broader HSV team through participation in formal meetings and other activities as required.
- Perform senior management responsibilities as required.
- Comply with relevant financial and non-financial authorities outlined in the Delegations of Authority instrument.
- Support and develop open and transparent lines of communication with other Executive Directors and Senior Managers including participating in meetings at the individual and divisional levels, email communication and other regular interpersonal communication.
- Identify and make recommendations on opportunities for HSV to improve processes, workplace health and safety, and quality and service delivery outcomes.
- Assist People and Culture to recruit, interview, select, and hire new employees related to the position and oversee new employee on-boarding, induction and development planning where required.
- Deputise for the Head of Enterprise Risk when called upon to do so.
- Undertake other tasks or responsibilities as agreed with the Head of Enterprise Risk from time-to-time.

Leadership

- Support the development of a vision for the Finance, Risk and Governance division setting clear strategic direction for employees, enhancing their leadership capacity and capability, and delivering strong management support and advice.
- Foster a workplace culture that is consistent with overall culture of HSV emphasising the values of HSV.
- Maintain strong lines of communication, both formal and informal, with Senior Managers, the ELT and key HSV stakeholders to ensure the smooth operation of the organisation.
- Support with organisational change and growth as requested to assist HSV in fulfilling its legislative functions in line with its Strategic Plan.

HSV Values and Cross Functional Collaboration

- Establish and maintain strong working relationships with key individuals and groups across HSV's stakeholder organisations (internal and external) and develop and apply appropriate engagement and consultation strategies.
- Represent HSV in appropriate forums to strengthen relationships and improve mutual understanding.
- Place a priority on effectively working with stakeholders from other divisions within the organisation for mutual benefit by seeking and incorporating feedback that will benefit organisational objectives.
- Value the contribution of our internal and external stakeholders and contribute beyond our own tasks to achieve organisational goals and demonstrate this in goal setting.
- Uphold HSV values:
 - We are customer-focused; we focus on customer and patient outcomes
 - We keep it simple; we strive for efficient and effective ways to achieve our goals
 - We are collaborative; we work as a team toward common goals
 - We take responsibility; we challenge the status quo. We are responsible for our behaviours, actions and results
 - We inspire confidence; we do the right thing. We are open, honest and trustworthy

Data Security

- Comply with HSV data management policies and procedures, and report breaches and/or vulnerabilities to a Manager or the IT Operations team.

While the principal duties of this position are as above, the Purchasing Policy and Compliance Manager may be required to undertake other duties from time-to-time.

Qualifications and Experience Required

Academic

- Qualification compliance, law or policy (postgraduate desirable).
- Experience in health, government and/or procurement desirable.
- Proven experience in a policy, compliance or regulatory role.
- Experience in a leadership or management role.

Experience

- Experience in managing a compliance program.
- Experience drafting policies, procedures, and developing and implementing new processes and systems.
- Proven experience in analysing audit outcomes/results and creating high quality management reports targeted to meet the recipients needs including Board and Executives.
- Knowledge of public sector management processes.

Personal

- Strong communication skills and the ability to work closely with other team members and to engage stakeholders, both internal and external.
- Excellent time management skills, flexibility and an ability to work well under pressure.
- Ability to take direction and work unsupervised and with initiative to proactively identify improvements and implement.
- Outstanding written and presentation skills.
- Excellent attention to detail.
- Ability to manage multiple projects against clear quality and timing targets.
- Enthusiasm, energy, inquisitiveness, initiative and innovative thinking.
- A drive for excellence and professionalism.
- Able to uphold ethical standards and values, and to act with integrity and confidentiality.