

Sourcing Operations Manager

Reports to Deputy Director Procurement
Band Band 4, HSV Enterprise Agreement 2022

Position summary

The Sourcing Operations Manager will:

- Support the Deputy Director Procurement to develop and maintain Health Purchasing Victoria's procurement processes, procedures, templates, and supporting technology solutions.
- Work with internal and external stakeholders to develop, manage and implement improvements to procurement processes and systems.
- Work closely with Project Managers to understand and minimise the impact of pending changes to the procurement team.
- Develop instructions and procedures for the procurement team to support new system and process implementations including conducting training where required.
- Ensure employees are trained and supported in using HSV's core sourcing, supplier management and contract management systems; Teams, SharePoint, and website administration, including conducting training where required.
- Assist with internal procurement activities.
- Support the Deputy Director Procurement to integrate the HealthShare Victoria Warehouse and the Procurement Team to find operational efficiencies.

Specific Duties and Accountabilities

Process Management and Improvement

- Work closely with Heads of Procurement Streams and Project Managers in championing and developing improvements to sourcing processes and systems.
- Write, maintain and coordinate HSV's sourcing processes, templates and other documents, involving stakeholders as required.
- Contribute to the continuous improvement of HSV operations both formally through participation in work groups and projects and informally through discussion and idea-sharing.
- Undertake research and prepare/deliver presentations, briefings and submissions as required.
- Ensure that activities related to the role comply with all relevant internal policies, procedures, processes, and legislation including ethical standards.
- Contribute to supply chain reform activities.

Learning and Development Support

- Work with Strategy Team to assist to develop and implement a capability gap assessment tool and contribute to the development of a modular-based learning and development framework.
- Prepare and deliver training on sourcing processes and systems where required.
- Participate in regular forums for the upskilling of employees.

Change Management

- Work closely with Heads of Procurement in championing and developing improvements to procurement processes and systems.
- Map interdependencies across systems that impact procurement to better inform the organisation of change impact.
- Plan work tasks to mitigate the impact of change to the procurement team including anticipated timelines and resource requirements to complete tasks.
- Develop work instructions, procedures, and templates to reduce the likelihood of deviation from agreed process that would introduce risk to the organisation.
- Develop material for and conduct induction and refresher training for staff as required.

Procurement Systems Support

- Assist in the support and maintenance of systems where Procurement have responsibility e.g., Jaggaer; Zendesk; Engage; Website.
- Identify and promote further potential system integrations e.g., FMIS reports from the HSV DC that would be a requirement for procurement activities.
- Review and update existing procedures, templates, tools and working guides ensuring links are embedded and maintained in Jaggaer workflows.

Internal Procurement

- Provide templates and guidance to non-procurement HSV members on the process for conducting internal procurement.
- Assist with the market approach if utilising the Procurement Portal to seek responses.

Governance and Compliance

- Adhere and comply with all the defined governance and probity requirements defined in HSV policy and Legislation.

Leadership

- Foster a workplace culture that is consistent with HSV's organisational culture emphasising organisational values.
- Maintain strong lines of communication with key stakeholders to ensure the smooth operation of the organisation.

- Support 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, both internal and external, and develop and apply appropriate engagement and consultation strategies in line with HSV's values.
- 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 core values; Customer Centric; Accountable; Respectful; Solutions-focused and Open.

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 post holder may be required to undertake other duties from time to time.

Qualifications and Experience

Academic

- Relevant tertiary qualifications, preferably encompassing procurement, supply chain, commerce, or business administration.
- Knowledge of the health sector (preferred).

Experience

- Outstanding organisational skills including the ability to manage and prioritise multiple concurrent tasks, meet tight deadlines and to work in an independent, flexible manner where required.
- Sound knowledge and proven experience in commercial procurement practices including category management and strategic sourcing.
- Experience in implementing business and process improvement initiatives in a procurement setting.
- Demonstrated experience managing projects, preferably including business case development and change management.
- Presentation skills and stakeholder engagement experience.

Personal

- Willingness to develop a high level of specialist knowledge in relation to the key responsibilities of the position.
- Excellent interpersonal skills, including an ability to acquire information and influence others with diplomacy, tact, and discretion and to engage internal and external stakeholders at all levels with respect and confidence. Strong analytical and problem-solving skills including the ability to identify issues and develop solutions to complex issues.

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- The ability to support employee capability through mentoring and educational presentations.
- Enthusiasm, inquisitiveness, initiative, and innovative thinking.

