Supply Chain Information Manager

Reports to	**Director Data and Systems**
Direct Reports	**Operations Analysts, Systems Analysts, Supply Chain Data Analysts**
Band Level	**Band 6, HPV Enterprise Agreement**

Position Summary

The Supply Chain Information Manager is responsible for planning, developing and implementing effective service delivery strategies and management of Health Purchasing Victoria's supply chain information data, processes and systems. In line with the Health Purchasing Victoria (HPV) Strategic Plan 2018-22, this role is responsible for supporting the following Strategic Goals:

- Increase customer engagement to be more responsive to customer needs and customer feedback across regional and metropolitan areas.

- Continue to support procurement, supply chain and probity practice improvements.

- Improve the integrity and availability of information used to drive supply chain decisions and support more informed choices.

- Enhance capability and capacity.

The Supply Chain Information Manager reports to the Director Data and Systems and is expected to contribute to HPV's broader strategic development in the area of data and systems. The Supply Chain Information Manager is a key point of contact for HPV's health service customers and suppliers for matters relating to product cataloguing and supply chain information. The Supply Chain Information Team reporting to the Supply Chain Information Manager is charged with delivering services in the areas of; Victorian Product Catalogue System (VPCS), GS1 Recall and GS1 Recall Health, FMIS Oracle Rural and Regional Catalogue, Global Location Number (GLN) allocations, GS1 Locatenet, HPV Searchable Index, GS1 Change Requests and Common Catalogue administration and rollout to health services.

The Supply Chain Information Manager oversees the provision of multiple service delivery areas that HPV provides to health services, ensuring a high level of customer satisfaction is achieved. This includes providing leadership to the Supply Chain Information Team which is comprised of a group of catalogue analysts and experts. The role oversees interaction with other departments and external customers, and is responsible for establishing and maintaining appropriate procedures to effectively deliver a service meeting service level agreement targets.

Specific Duties and Responsibilities

Data Integrity

The Supply Chain Information Manager is responsible for driving data integrity and availability improvements within HPV and the wider health sector with respect to the National Product Catalogue and by extension, the cataloguing systems in use within the Victorian public health sector. This includes the following:

- Manage and lead initiatives to improve the integrity and availability of data, be the product owner of the Common Catalogue, supporting the development and rollout of this important initiative, and, operationalise the National Product Catalogue data within Victoria including clinical and pharmacy systems and processes where applicable.

Service Delivery

The Supply Chain Information Manager leads and guides the HPV Supply Chain Information Team to ensure effective and efficient service delivery to HPV's customers. This includes the following:

- Lead the development and maintenance of appropriate procedures to effectively deliver services meeting agreed service level agreement targets.

- Drive a periodical review of processes and systems to support the service delivery areas with a focus on continuous improvement.

- Ensure effective processes are in place so that stakeholder enquiries are dealt with in accordance with the performance and service standards as laid down by HPV, and deal with enquiries of a complex nature such as complaints.

- Undertake customer surveys, consultation and elicit feedback on services to improve customer service delivery.

- Challenge current methods of service delivery and identify, recommend and implement improvements.

- Maintain and develop a thorough and up-to-date working knowledge of HPV Supply Chain Information Team services including systems, procedures, projects and legislation. Drive improvements in changes to procedures, business processes, technology and legislation. Continually assess the effectiveness of the team, especially in terms of service quality and recommend any necessary adjustments.

- Oversee the response to all relevant correspondence. Monitor, track and analyse issues in both the mailbox and Zendesk ticketing system making recommendations on trends and improvements that will reduce volume and pattern of complaints and improve quality of service.

- Ensure the efficient and effective operation of information and communications technology systems and databases. Maintain knowledge of current developments in ICT, research and emerging technologies and make recommendations to support improvements in customer service delivery. Use information collected from all customer interactions to inform future strategies and plans

- Oversee the production and delivery of training material and on-line help text for use by any internal or external customers, technology partners or suppliers.

- Provide an excellent standard of customer service and communication to all internal and external stakeholders.

- Drive the expansion of the existing scope of the VPCS/Common Catalogue to cover all contracts in effect by HPV.

Stakeholder Management

- Building and maintaining strong relationships is a requirement of the role and key stakeholders for the position include HPV employees, Victorian Health Services and their employees from pharmacy, procurement, supply chain and clinical areas. Key vendor and partner relationships include; suppliers of goods and services, Bizcaps Software (technology partner for VPCS), GS1 Australia, Health Technology Solutions, Australian Digital Health Agency and, other state and territory health jurisdictions.

- Maintain effective relationships with internal colleagues, suppliers, organisational partners/vendors such as GS1 Australia and Bizcaps Software and other organisations to ensure effective customer service delivery and open dialogue at all times.

- Identify opportunities to leverage cross jurisdictional teams to drive a national agenda.

Data standards and stewardship

- Understand and report on how HPV Data is stored, processed and transmitted by HPV and by third-party Agents of HPV.

- Implement appropriate physical and technical safeguards, to protect the confidentiality, integrity and availability of HPV Data.

- Document and disseminate administrative and operational procedures to ensure consistent storage, processing and transmission of HPV Data.

- Provision and de-provision access to HPV Data as authorised by the Data Steward Accountable.

- Understand and report on security risks and how they impact the confidentiality, integrity and availability of HPV Data.

Management

- Contribute to the Data and Systems division and broader HPV team through participation in formal meetings and other activities as required

- Perform senior management responsibilities as agreed with the Director Data and Systems

- 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 HPV 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

- Provide direct management support to employees on matters relating to their employment including but not limited to training, leave and complaints

- Deputise for the Director Data and Systems and or any other Executive if and when called upon to do so

- Contribute to the management of other sourcing streams where required

- Undertake other tasks or responsibilities as agreed with the Director Data and Systems from time to time

Leadership

- Support the development of a vision for the Data and Systems 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 HPV emphasising the values of HPV

- Maintain strong lines of communication, both formal and informal, with Senior Managers, the ELT and key HPV stakeholders to ensure the smooth operation of the organisation

- Support with organisational change and growth as requested to assist HPV in fulfilling its legislative functions in line with its Corporate Strategy

HPV Values and Cross Functional Collaboration

- Establish and maintain strong working relationships with key individuals and groups across HPV's stakeholder organisations, and develop and apply appropriate engagement and consultation strategies.

- Represent HPV 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 HPV 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 HPV 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 SCIM may be required to undertake other duties from time to time.

Qualifications and Experience Required

Academic	• An appropriate Information Systems/Technology qualification and/or extensive proven experience working in a healthcare supply chain, procurement and/or cataloguing environment.
Experience	• Experience in an ICT leadership role.
	• Strong analytical, process and problem solving ability.
	• Experience working with senior stakeholders to develop mutually beneficial relationships
	• Knowledge of Victorian Government ICT landscape, including standards and frameworks and experience working in a corporate environment, preferably in public health.
	• Extensive experience with Enterprise Resource Planning systems, preferably Oracle E-Business Suite and knowledge of the systems functionality, data, and processes.
	• Experience with Health service systems, catalogues, sourcing, procurement, supply chain and/or logistics.
	• GS1 standards and services including National Product Catalogue, GS1 Recall and Recall Health, Global Trade Item Numbers and barcoding.
	• ICT related project experience preferred including experience in the software development lifecycle processes, including testing and defect management.
	• Proficiency with Microsoft Office.
	• Experience in stakeholder management at an operational level.

Personal
- Ability and willingness to operate at both the strategic and operational level when required.
- Ability to work productively and monitor multiple activities and to negotiate and meet deadlines.
- Outstanding written and oral communication skills.
- 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 and a high level of integrity.
- Strong commitment to providing excellent customer service.
- Self-directed and able to provide leadership to direct reports.