

Position Title	Head of Replenishment Operations
Reports to	General Manager – Supply Chain Optimisation
Direct reports	4
Band classification	Band 6, HealthShare Victoria Enterprise Agreement 2023
Date approved	October 2024

1. HealthShare Victoria

- 1.1 HSV was established on 1 January 2021 as a commercially oriented independent provider of supply chain, procurement and corporate shared services to Victoria's public health sector.

HSV's purpose is to partner with Victoria's public health services and suppliers to support better value for the public health sector and better outcomes for their patients.

Our focus is on the end-to-end supply chain needs of health services, including operating the State Supply Chain, to ensure Victoria's public health services have access to goods that may be in higher demand or difficult to access. Under the Health Services Act 1988 (Vic), we administer compliance-related functions, and work with health services to assist them in meeting compliance and probity obligations.

As a customer-focused service organisation, we concentrate on providing services that our public health service customers can rely on, and our work supports our health service customers in delivering safe, high-quality and sustainable healthcare for all Victorians.

2. Position summary

- 2.1 Reporting to the General Manager – Supply Chain Optimisation, the Head of Replenishment Operations is responsible for the management of stock replenishment operations for HSV Distribution Centres, ensuring optimal achievement of cost and service outcomes.

- 2.2 This position is responsible for:

- Ensuring optimal purchasing and replenishment plans are developed and executed for all products ranged in the HSV Distribution Centres, in order to ensure stock availability, working capital efficiency, minimisation of waste, efficient logistics operations, and efficient purchasing quantities.
- Working closely with Clinical Product Advisors, Procurement, Surety team and customers to proactively anticipate stock disruptions, formulate and implement mitigations.
- Development and refinement of effective descriptive and prescriptive analytics, leveraging the best available cross-functional inputs and data and applying best practice planning techniques, knowledge of sector requirements, products and robust cross-functional discussions.
- Working closely with HSV's Procurement, Commercial and Logistics teams to maintain a SKU range and ranging policy, which delivers maximum benefit to HSV's customers, weighing the relevant cost, risk and governance considerations.

3. Specific duties and accountabilities

3.1 Responsibilities

- Analyse and interpret available data sets to determine optimum stock holdings across Health Service and State Supply Chain SKU, identifying risks and developing mutually agreed mitigation strategies.
- Work closely with the CPA team (Clinical Product Advisor) to ensure long term OOS (out of stock) SKUs are substituted, ensuring the correct clinical assessment process meets HSV requirements.
- Oversee the development and/or adoption of suitable planning tools to enable optimal replenishment activity, supported by all relevant insights discernable through historical data and stakeholder engagement.
- Manage the purchasing team to ensure they have visibility of purchase requirements based on forecast and associated impacting factors, ensuring PO quantities are justified and relatable to tangible data.

- e. Manage a suite of KPI's to accurately plan and report projected purchasing activities and specifically – elements pertaining to cost, volume and supplier performance from a DIFOTER perspective.
- f. Produce fiscal year forecasts/planning cycles and budgets, working with the Procurement and Commercial teams to capture planned stock introductions/deletions within the HSV catalogue.
- g. Lead the day-day management of the vendor base, ensuring supplier performance is tracked against contracted service agreements. Provide structured input into the broader Supplier Management Framework and work closely with Procurement with regards to Supplier review forums.

3.2 Leadership

- a. Foster a workplace culture that is consistent with HSV's organisational culture emphasising organisational values.
- b. Maintain strong lines of communication with key HSV stakeholders to ensure the smooth operation of the organisation.
- c. Support organisational change and growth to assist HSV in fulfilling its legislative functions in line with its Strategic Plan.

3.3 BeSafe

- a. Support the implementation of the BeSafe strategy to improve safety culture and outcomes across the business.
- b. Maintain an active participation in all aspects of supply chain safety, compliance, regulation, and innovation to ensure HSV is kept informed of new and emerging risks and risk control solutions and prepared and proactive with regards to incident, injury, and hazard mitigation.
- c. Support the development of risk assessments and management of safety across HSV
- d. Help coordinate BeSafe activities, forums, and training to help create a robust safety culture at HSV.
- e. Actively engage with team members to communicate, educate, and facilitate awareness of risks and to mitigate adverse incidents and achieve positive safety outcomes.
- f. Promote Health and Wellbeing Committee (HAWC) initiatives across portfolio.
- g. Take reasonable care for your own safety and act in a safe manner to reduce risk to others.
- h. Work in accordance and cooperate with HSV BeSafe policies, procedures, and safe work practices. Attend any BeSafe activities, forums, and training to help create a robust safety culture at HSV.
- i. Report hazards, incidents, and injuries in a timely manner, and alert your manager or OHS/BeSafe committee member to any unsafe practice. Take part in actions to eliminate hazards.
- j. Take affirmative action to ensure your own safety such as wearing the required personal protective equipment, follow organisation COVID procedures, adhere to cleanliness requirements and take part in any required attestations.
- k. Seek information and advice, when necessary, when carrying out any new or unfamiliar work. Do not undertake work outside your skill set, knowledge, or licence.

3.4 HSV values and cross functional collaboration

- a. 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.
- b. Represent HSV in appropriate forums to strengthen relationships and improve mutual understanding.
- c. 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.
- d. Develop skill levels of team members to ensure that functional requirements of Finance Systems can be met internally within the Finance Systems team and to ensure absences/employee departures can be appropriately covered.
- e. 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.
- f. Uphold HSV values:

- i. Customer-centric; We work with our customer and put them at the centre of our decision making.
- ii. Solutions-focused; We work together to find the best operational and commercial outcomes.
- iii. Accountable; We do what we say we will do
- iv. Respectful; We treat people the way we would like to be treated and work together in a safe, kind and honest way.
- V. Open; We welcome new ideas and change as we continue to learn and grow.

3.5 Data security

- a. Comply with HSV data management policies and procedures, and report breaches and/or vulnerabilities to your manager or the IT Service Management team.

3.6 Other duties

- a. While the principal duties of this position are as above, the Head of Replenishment Operations may be required to undertake other duties from time to time.

4. Qualifications and Experience Required

4.1 Academic

- a. Bachelor's degree in Business Administration, Commerce, Supply Chain Logistics, Procurement or APICS / ASCM qualification is desirable.

4.2 Experience

- a. 7+ years' experience in supply and demand management, ideally having worked across a broad portfolio in a high-volume environment (Retail, Pharmaceutical, FMCG).
- b. Experience managing Suppliers and Customers, building on, and leveraging the positive relationships to benefit all stakeholders.
- c. High level understanding and experience driving the S&OP process (Sales and Operational Planning).
- d. Strong commercial, communication and influencing skills.
- e. Highly numerate with the ability to understand and present data in a meaningful way.
- f. Decisive, pragmatic, and able to work autonomously.
- g. Advanced analytical skills, highly proficient with the Microsoft suite.
- h. Experience with Power BI and other associated reporting tools advantageous.

4.3 Personal

- a. Ability to maintain and respect confidentiality of the highest order.
- b. A proactive, collaborative team player displaying confidence, adaptability and a high degree of initiative (including sound judgement and decision-making abilities).
- c. Strong written and verbal communication skills with the ability to engage with a broad range of stakeholders (both internal and external) both in the provision of information, support and advice.
- d. Excellent presentation skills and proven experience working in a professional team environment.
- e. Willingness to develop specialised knowledge in relation to the key responsibilities of the position.

5. Location(s) for Work

- a. Primary:
 - i. CBD Office, 11/50 Lonsdale Street, Melbourne VIC 3000;
- b. Secondary:
 - i. Derrimut Distribution Centre: Foxley Court Derrimut, Victoria; and
 - ii. Dandenong Distribution Centre: Ordish Road Dandenong South, Victoria.
- c. As relevant the role may be required to "work from home" from time to time.