

| | |
|----------------------------|---|
| Position | Logistics Systems Design Manager |
| Reports to | General Manager Logistics Strategy and Insights |
| Direct reports | Warehouse Engineer, WMS Functional Analyst |
| Band classification | Level 5, HealthShare Victoria Enterprise Agreement 2024 |
| Date approved | September 2025 |

1. HealthShare Victoria

HealthShare Victoria is a Victorian public sector entity established on 1 January 2021 as an independent, commercially oriented public sector provider of supply chain services (surety, procurement and logistics) to Victoria's public health sector.

Our purpose is to partner with Victoria's public health services, suppliers and government to ensure the right products and services are delivered to the right place at the right time, supporting better value for our public health services and better outcomes for their patients.

We work with Victoria's public health services to understand their requirements. We meet these needs by establishing collective agreements (purchasing contracts) for medical consumables, pharmaceuticals and medical equipment, as well as non-medical products and services they need via large-scale tenders.

We also play a critical role in ensuring Victoria's public health services have access to goods and services that may be in higher demand or difficult to access, including personal protective equipment (PPE), medical consumables, ICU equipment and pharmaceuticals.

We administer several compliance-related functions, and work with health services to assist them in meeting their legislative, compliance and probity obligations.

As well as providing an end-to-end health supply chain for Victoria's public health services, we extend access to our collective agreements to health or related services assessed as 'eligible services'.

Building on a spirit of change and transformation, our work supports our health service customers to deliver safe, high quality and sustainable healthcare for all Victorians.

2. Position summary

The Logistics Systems Design Manager is responsible for the end-to-end design, optimisation, and integration of HSV's logistics and supply chain systems, ensuring that technology and process solutions enable best-in-class services for Victoria's public health system.

This role provides leadership in aligning warehouse, transport, inventory, and customer-facing processes with HSV's logistics roadmap, while ensuring system capability (WMS, ERP, TMS, OMS, supplier/customer portals) supports both current operations and future growth.

The Logistics Systems Design Manager reports to the General Manager Logistics Strategy and Insights and leads a specialist team comprising:

- a. WMS Functional Analyst – ensuring system configuration and continuous improvement of WMS.
- b. Warehouse Engineer – designing warehouse flows, slotting, and throughput optimisation.

Key elements of scope:

- a. Strategic systems alignment – Translate HSV's logistics operating model and strategy into system and process solutions.
- b. Systems optimisation – Lead design remediation of existing WMS/TMS/ERP functions and integration of new capabilities.
- c. Process and flow design – Ensure warehouse flow, picking methodologies, and inventory accuracy are optimised to reduce cost-to-serve and enhance throughput.
- d. Governance and capability – Build and embed strong design standards, ensuring interoperability, scalability, and robust data governance.
- e. Team leadership – Lead, coach, and develop a high-performing design team that balances tactical problem-solving with strategic capability building.

3. Specific duties and accountabilities

Strategic Design and Systems Alignment

- a. Lead the design and continuous evolution of logistics systems and processes to support HSV's strategic priorities and FY26–30 logistics roadmap.
- b. Remediate and optimise WMS functionality, addressing missed design requirements and integration issues.

- c. Develop and maintain a multi-year logistics systems roadmap, incorporating industry best practice, automation readiness, and compliance requirements.
- d. Ensure all system and process designs support network charging and operating models, customer onboarding, and range/rationalisation strategies.

Solution Development and Integration

- a. Oversee functional design across ERP, WMS, TMS, OMS, and portals, ensuring seamless system integration.
- b. Define integration standards and data flows, ensuring accurate, timely, and actionable information across logistics.
- c. Provide subject matter expertise into cross-functional project teams, including customer onboarding, DC optimisation, and analytics enablement.
- d. Evaluate and manage vendors and solution partners, balancing cost, capability, and scalability.

Process and Flow Optimisation

- a. Oversee warehouse engineering design, ensuring optimal slotting, picking methodologies, replenishment logic, and throughput modelling.
- b. Drive simplification and standardisation of logistics processes across HSV's DCs, transport, and customer solutions.
- c. Champion the development of SOPs, work instructions, and functional playbooks that align operations to system capabilities.
- d. Ensure continuous improvement practices are embedded across warehouse, inventory, and transport functions.

Governance and Collaboration

- a. Act as a trusted advisor to the GM Strategy and Insights – Logistics, CLO, CIO, and senior leaders on logistics technology and process direction.
- b. Establish structured governance, including Steering Committees, design reviews, and health service engagement forums, to ensure alignment and transparency.
- c. Partner with the Performance Analytics team to ensure systems support accurate reporting, KPIs, and predictive analytics.
- d. Ensure compliance with Department of Health requirements, information security standards, and audit obligations.

Team Leadership and Capability Uplift

- a. Provide leadership, coaching, and professional development to direct reports (WMS Functional Analyst, Business Process Design Analyst, Warehouse Engineer).
- b. Build a collaborative team culture that balances strategic design with operational problem-solving.
- c. Drive knowledge transfer and skills development to increase HSV's internal systems and process design capability.
- d. Actively engage with internal stakeholders to ensure the design team is seen as an enabler of business success.

Health, safety and wellbeing (BeSafe)

- a. Trains everyone to do their job safely and holds them accountable
- b. Regularly recognises employees who actively follow safety rules and standards
- c. Supports active monitoring of employee performance and compliance with safety standards
- d. Collaborates with the team on safety issues and decisions through a consultative process
- e. Take reasonable care for your own safety and act in a safe manner to reduce risk to others
- f. Reports hazards, incidents and injuries and takes part in actions to eliminate hazards
- g. Attend BeSafe activities, forums and training to help create a robust safety culture at HSV

HSV values

Uphold the HSV values:



Collaboration at HSV

- Builds a supportive and cooperative team environment
- Engages other teams to share information in order to understand or respond to issues and opportunities
- Supports others in challenging situations

HSV strategy, policies and procedures

- Contribute to the delivery of HSV's strategic plan and roadmap initiatives.
- Comply with HSV policies and procedures and report breaches and/or risks to your people leader or another relevant stakeholder.

Other duties

- While the principal duties are detailed above, this position may be required to undertake other duties from time to time.

4. Qualifications and experience required

Academic

- Tertiary qualification in Supply Chain Management, Logistics, Industrial Engineering, Information Systems or a related discipline (essential).
- Postgraduate qualification (MBA, Masters in Supply Chain, or Systems/Process Design) is highly regarded.
- Professional certification in supply chain or logistics systems (e.g., APICS/CSCP, Six Sigma Green/Black Belt, Prince2/PMI project management, Lean) desirable.
- Exposure to information security or data governance frameworks (e.g., ISO 27001, VPDSS, ITIL) advantageous. (desirable)

Experience

- Demonstrated experience (7–10+ years) in supply chain systems design, logistics operations, or industrial engineering within large-scale or complex organisations.
- Proven track record leading or significantly contributing to the design, implementation, or optimisation of Warehouse Management Systems (WMS) and their integration with ERP, TMS, and related platforms.
- Experience managing multi-disciplinary teams (analysts, engineers, functional specialists) and developing capability across process and systems design functions.
- Strong background in warehouse flow design, slotting strategies, labour productivity modelling, and inventory accuracy improvements.
- Proven ability to remediate legacy system design gaps and drive continuous improvement in logistics processes.
- Experience collaborating with IT, vendors, and external partners to deliver fit-for-purpose, scalable technology solutions.
- Strong understanding of data integration, governance, and reporting needs, ideally with exposure to business intelligence or advanced analytics functions.

- h. Prior experience in public sector logistics, healthcare supply chains, or regulated environments is highly desirable.

Personal

- a. Strategic thinker – able to translate HSV's logistics roadmap and operating model into practical systems and process solutions.
- b. Analytical and detail-oriented – comfortable working with data, models, and system logic while keeping a view of the bigger picture.
- c. Collaborative leader – builds trusted relationships across functions, departments, and external stakeholders.
- d. Change agent – resilient and proactive in leading transformation, with the ability to influence at all organisational levels.
- e. Strong communicator – able to clearly explain technical and process concepts to non-technical stakeholders, including health service executives.
- f. Results-oriented – focused on measurable outcomes such as improved throughput, reduced cost-to-serve, and enhanced customer satisfaction.
- g. Coaching and capability builder – committed to developing direct reports and embedding a culture of design thinking and continuous improvement.
- h. Integrity and accountability – demonstrates strong governance, transparency, and alignment with public health sector values.

5. HSV's Leadership Capability Framework

Team leaders

Team leaders are consistently excellent performers. They embrace continuous growth and learning for themselves and their team. They are skilled at planning and prioritising work to enable their team to deliver. They are goal-oriented, with a focus on safety and finding solutions for their customers and achieving outcomes. They use data and facts when communicating important information to teams they manage and to their managers. They take every opportunity to work collaboratively, recognise great work and celebrate the success of their people.

Priority leadership capabilities for team leaders:

- Builds talent - Identifies strengths and enables our people to learn, develop and reach their full potential
- Drives change and innovation – Is courageous, open to new ideas, champions and navigates change
- Engages people - Builds trust, inspires and motivates, recognises effort and achievement while ensuring the team feels safe and included
- Provides direction - Clearly communicates strategy and priorities and promotes openness and transparency
- Leads health and safety - Sets expectations and takes responsibility for a physically and psychologically safe culture and work environment
- Problem solver - Develops useful, workable and practical solutions to address issues, shows initiative, gets things done and owns the results

6. Locations for work

Primary:

- CBD Office: 11/50 Lonsdale Street, Melbourne VIC 3000

Secondary:

- Derrimut Distribution Centre: Foxley Court Derrimut, Victoria; and
- Dandenong Distribution Centre: Ordish Road Dandenong South, Victoria.

Regular travel and attendance at all HSV locations is a requirement of this position.

Some travel to HSV customer sites is a requirement of this position.

As relevant the position may be required to work from home from time to time.