

Role Statement



TITLE OF POSITION: Senior Category Manager
(Goods and Services)
CLASSIFICATION LEVEL: ASO-7
REPORTS TO: Team Leader Category Management

Organisation Overview

The Department of Planning, Transport and Infrastructure (DPTI) serves the South Australian community by providing safe, effective and efficient planning, transport and infrastructure networks across the state and facilitating development of the State's Infrastructure, in accordance with South Australia's Strategic Plan and the State Infrastructure Plan.

DPTI is a values based organisation and relies on its people to live the values through positive behaviours to improve outcomes for employees and all South Australians.

By working together we capitalise on a unique and powerful opportunity – to connect with every part of our community and deliver positive outcomes every day.

Division

People and Business Division comprises of five directorates: Customer and Information Services, Investment Services, People and Performance, Commercial and Legal and Portfolio Management Office.

Investment Services is responsible for the provision of Corporate Finance, Procurement and Contracting, Assurance and Risk management functions and services across the organisation including financial control, business partnering, financial improvement and systems, strategic resourcing strategy and operations and across government contract services.

Role Overview

This role forms part of the Procurement and Contracting Section, which is responsible for delivering the full life cycle of procurement and contract management services for DPTI.

The Senior Category Manager is accountable to the Team Leader Category Management for the management of goods and services subcategories within complex, high profile/high value strategic categories and is responsible for the effective and efficient development and implementation of DPTI expenditure management. This is achieved through collaboratively working with stakeholders and utilising evidenced based decision making to ensure the achievement of DPTI procurement and savings objectives.

The Senior Category Manager will maximise opportunities throughout the lifecycle of the category.

The role also develops and maintains across DPTI relationships with relevant stakeholders to inspire confidence in role of category management.

Directorate:
Position Number:
ANZCO Code:
Location: #11058917
Version 1.1 (20/01/2017)



Government of South Australia
Department of Planning,
Transport and Infrastructure

Key Occupational Specific Capabilities of the Role

The Senior Category Manager is required to undertake a wide range of activities which may include all or any of the following:

CATEGORY MANAGEMENT STRATEGIES

- Undertakes complex review and analysis of suppliers/contractors and supply markets, including holistic category research, to determine effectiveness of operations and formulate category management plans. Executes identified collaborative opportunities
- Develops category management solutions and actively participates in delivery of the Departments benefit realisation plans
- Proactively influences the business requirements across assigned category portfolio and identifies opportunistic market conditions
- Effectively promotes the benefits of and skilfully articulates category management to Section Managers
- Participates in the development of the Category Management Strategic Plan

RELATIONSHIP MANAGEMENT

- Develops high level relationship management strategies that deliver benefits to the Department. Completes complex measurement of the value added service provided via quantitative methods
- Develops and maintains strong and successful partnerships with suppliers/contractors ensuring that these are coordinated across business Sections
- Knowledgeable and highly experienced in all aspects of pro-active stakeholder management. Extremely effective in advocating procurement influence
- Establishes and leads multiple cross functional teams, where required

NEGOTIATION SKILLS

- Develops significant and complicated negotiation plans and strategies
- Leads critical negotiations within portfolio
- Provides detailed and professional advice to other procurement sections on vital negotiation strategies

PROCUREMENT PROCESS

- Uses educated judgement in determining best practice processes which delivers efficacy of spend in any given set of circumstances
- Maintains broad knowledge of and administers complex procurement processes and government procurement policies
- Detailed knowledge of the components of an output based specification ensuring financial and commercial mechanisms are appropriate to the transaction

CONTRACT MANAGEMENT

- Effectively negotiates and establishes contractor performance milestones and monitors contractor performance against these milestones
- Resolves significant difficulties through high-level negotiation which results in situation improvement
- Demonstrates detailed knowledge on ethical and legal contract termination and undertakes such processes

PROJECT AND RISK MANAGEMENT

- Effectively identifies risks/issues. Develops and implements mitigation plans at both category and contract level for identified major risks
- Develops and implements project plans for critical projects which include risk identification, key outputs, deliverables and RACI (who is responsible, accountable, to be consulted, to be informed)
- Advises Unit Managers on procurement risks and provides options for mitigation strategies

Qualifications / Licences

Tertiary Qualifications in a relevant discipline to facilitate commercially aware procurement services OR Chartered Institute of Purchasing & Supply (MCIPS) will be well regarded.

Person Capabilities

Core underpinning capabilities and expected behaviours are defined in the attachment. These behavioural indicators of success are aligned to:

- Cultural Respect
- Public Sector Values
- Customer Service
- Positive Work Health and Safety
- Leadership

Delegate Approval

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Name

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Signature

Date: / /

Core Capabilities and Expected Behaviours

CULTURAL RESPECT

CULTURALLY KNOWLEDGEABLE

- 1) **Demonstrates acceptance of:**
 - our nation's history and the impact of colonisation on Aboriginal people and communities. Agrees to right the wrongs of the past and initiates methodologies to support this;
 - Aboriginal peoples as Australia's first people and nations, and as the traditional owners and occupants of land and water in South Australia;
 - Aboriginal peoples rights as part of a shared national identity, and that preserving their cultural and heritage beliefs, languages and lores is of ongoing importance;
 - the injustice Aboriginal peoples have endured, the dispossession of their traditional lands and waters as a result of past policies/practices and the impact resulting from that loss, and
 - removing barriers to address Aboriginal peoples disadvantage, increasing parity and Aboriginal peoples access to the Department's services, programs and employment opportunities.
- 2) **Develops effective and valuable relationships with Aboriginal peoples based on trust, respect, recognition, cultural inclusion, encouragement and support which:**
 - demonstrates an enthusiastic commitment to reconciliation and culturally inclusive practices as outlined in the Department's Statement of Commitment;
 - encourages Aboriginal employees to realise their full potential and aspirations through the spirit of Self Determination and by providing various mentoring, coaching, education and/or on-the job training opportunities tailored to cultural methodologies;
 - enhances frequent and meaningful engagement with Aboriginal peoples and communities in generating ideas and recommending improvements to the Department's core business activities and policies;
 - provides opportunities for Aboriginal employees to engage with their culture and community, and
 - promotes the Department as an Aboriginal employer of choice with internal and external stakeholders.
- 3) **Demonstrates detailed understanding and awareness of:**
 - Aboriginal peoples social issues and the resulting impact on their participation within the Department and access to the Department's services and programs;
 - Aboriginal peoples spiritual, social, cultural and economic practices originating from their traditional lands and waters;
 - protocols around "Acknowledgement of Country" and "Welcome to Country" ceremonies to ensure there is a shared meaning behind the ceremonies and that ceremonies are used appropriately by direct reports;
 - the unique and irreplaceable contribution that Aboriginal peoples have made and continue to make to the state of South Australia, and
 - the Department's "Reconciliation Statement of Commitment", "Reconciliation Action Plan" and "Aboriginal Impact Statement Policy".
- 4) **Actively seeks and proactively participates in cultural learning opportunities to:**
 - increase knowledge and appreciation of Aboriginal peoples history and cultural values which assists in promoting reconciliation across the team;
 - increase culturally respectful practices, and
 - to promote the attendance at cultural learning opportunities with direct reports.
- 5) **Learns from the past and actively promotes:**
 - improving the Department's policies, procedures, programs and services in response to:
 - the diverse needs of Aboriginal employees and communities which increases parity, and
 - reducing the disadvantage and equity gap which encourages reconciliation throughout Directorates, political and community institutions;
 - the Department's commitment to the Reconciliation Action Plan through encouraging reconciliation within the Department and the community we serve;
 - the recruitment, retention and promotion of Aboriginal employees within Directorates in line with the Department's Aboriginal Employment Strategy;
 - increasing Directorates understanding and respect for Aboriginal peoples cultural values;
 - increasing Directorates awareness of Aboriginal peoples social issues that impact on their participation within the Department and access to the Department's services and programs, and
 - using Aboriginal owned businesses within the Department's procurement guidelines
- 6) **Instils Cultural Respect capabilities with direct reports through documented commitment in Performance Learning Agreements.**

PUBLIC SECTOR VALUES

SERVICE – *We proudly serve the community and Government of South Australia*

PROFESSIONALISM – *We strive for excellence*

TRUST – *We have confidence in the ability of others*

RESPECT – *We value every individual*

COLLABORATION & ENGAGEMENT – *We create solutions together*

HONESTY & INTEGRITY – *We act truthfully, consistently and fairly*

COURAGE & TENACITY – *We never give up*

SUSTAINABILITY – *We work to get the best results for the current and future generations of South Australians*

Core Capabilities and Expected Behaviours

LEADERSHIP

1) STRATEGIC THINKING AND DECISION MAKING

- Positively promotes the Department's vision, mission and strategic agenda to team members.
- Develops and translates Divisional Unit goals and plans into operational needs and involves the team to explain the links to the Department's strategic agenda.
- Ensures Divisional Unit goals, plans and outcomes lead to achievement of the Department's strategic agenda.
- Uses careful analysis, experience, judgement and political awareness to make informed, balanced and timely decisions, including advice to internal and/or external stakeholders.
- Takes personal responsibility and shows courage when issues need to be addressed, obtaining further input and advice where required.
- Uses ICT to direct the accessibility, creativity and communication of information, whilst preserving the security and protection of the Divisional Unit information in accordance with the Department's Record Management requirements.

2) FACILITATES INNOVATION, CHANGE AND CONTINUOUS IMPROVEMENT

- Actively promotes change through positive team engagement and communication, providing clear guidance, coaching and support across the Divisional Unit.
- Is conscious of cultural and/or diverse barriers to change and suggests strategies to address these.
- Demonstrates resilience and steady composure in times of uncertainty. Leads by example through dealing with setbacks and conflicting demands in a positive and constructive manner.
- Responds flexibly to uncertainty, ambiguity and/or risk, proactively seeking out further information and support as required.
- Empowers others to explore new and innovative approaches to long-standing or emerging problems.
- Exercises judgement in deciding which ideas are likely to work and manages the risks associated with implementation.
- Stimulates the team through setting challenging tasks and/or projects.
- Scans Divisional Unit environment, monitors the Department's priorities and provides leadership in ambiguous circumstances.
- Assesses the use of ICT within the Divisional Unit and the community to identify continuous improvement opportunities and leverage future use benefits.
- Commits to new processes as business systems and supporting technologies evolve.

3) BUILDS TEAM CAPABILITY

- Completes the entire recruitment process for Department vacancies, providing recommendations to Section Leader for approval.
- Oversees the induction for new direct reports and/or contract employees, including communicating roles and responsibilities.
- Coaches, motivates, builds and supports team members to create 'centres of excellence'.
- Identifies and acts on opportunities to develop the knowledge, skills and abilities of individuals through mentoring, training and professional development opportunities, including strategies to attract, retain, develop and motivate a skilled workforce.
- Builds on strengths by providing constructive, respectful and encouraging feedback, and clearly addresses performance issues or gaps with appropriate guidance and support.
- Understands and articulates the strengths and limitations of their direct reports for effective implementation of the entire performance review process, including talent and succession management.
- Participates in the development and implementation of key capabilities required to meet team/Divisional Unit goals.
- Develops efficient, within budget rosters, which meet team/Divisional Unit work deadlines, whilst allowing for training and professional development.
- Demonstrates and drives continued awareness and accountability of behaviour in accordance with the Code of Ethics for the South Australian Public Sector.

Core Capabilities and Expected Behaviours

CUSTOMER SERVICE

- 1) ***Delivers, promotes and drives a customer focused culture across the team/Divisional Unit that:***
 - is effective, courteous, respectful, polite, professional, fair and non-discriminatory;
 - builds a common understanding of Divisional Unit customers, their perspectives, and sources of customer insight, and
 - accepts customer-focus is integral to the role of all Department employees.
- 2) ***Takes ownership of, honours commitments and supervises the closing out of customer issues within the team and/or Divisional Unit to ensure customers are provided with accessible, prompt, comprehensive and accurate information which enable customers to efficiently and cost effectively use the Department's services and products.***
- 3) ***Places a customer-focus at the forefront of service design, delivery, policies and programs to ensure customer:***
 - diversity is respected and privacy protected;
 - service needs are fit for purpose, easy to use, reliable, and digital by default;
 - benefits are maximised resulting in achievement of team and/or Divisional Units service delivery results;
 - safety is paramount, and
 - service continuous improvement strategies are explored.
- 4) ***Courteously and efficiently resolves complex customer complaints in line with the Department's complaints handling policies and procedures. Seeks appropriate assistance from senior management for sensitive enquiries.***
- 5) ***Represents the Divisional Unit and/or the Department at internal and external meetings, conferences and/or seminars to:***
 - provide advice;
 - explore continuous improvement strategies, and
 - offer opportunities to get involved which provides transparency in service design, delivery and performance.
- 6) ***Builds and maintains relationships with key customers in areas of expertise to encourage engagement, collaboration and cooperation in the provision of informed and researched reports, briefing documents and/or business cases that recommends improvements to Divisional Unit customer service design, delivery, policies and program outcomes.***
- 7) ***Actively coordinates with other Unit Leaders and/or external co-providers to ensure the Divisional Unit provides of high level, responsive, efficient, effective and reliable service outputs.***

POSITIVE WORK HEALTH & SAFETY

PERSONAL WHS RESPONSIBILITIES

- Takes reasonable care to protect themselves at work;
- Does not present themselves to work in a state as to endanger their own safety or the safety of any other person at work due to the consumption of alcohol and/or drug/s;
- Maintains housekeeping in the work area to ensure a hazard free environment, and
- Proactively participates in any WHS training in order to improve knowledge of and/or performance in safety.