|  |  |
| --- | --- |
| **Cluster** |  |
| **Agency** |  |
| **Division/Branch/Unit** |  |
| **Role number** |  |
| **Classification/Grade/Band** | Clerk Grade 7/8 |
| **ANZSCO Code** |  |
| **PCAT Code** |  |
| **Date of Approval** |  |
|  |  |

Primary purpose of the role

The Category Officer provides specialist procurement advice on a category/range of categories to assist stakeholders to plan, develop, source and manage procurement arrangements to effectively meet business objectives and government directions.

Key accountabilities

* Validate stakeholder business needs, compile and source market information and assess risk to inform procurement planning and category management
* Implement and contribute to the development of contract management plans, resolve issues, monitor performance and negotiate contract variations by developing effective supplier relationships to enhance category outcomes
* Implement category plans using category management processes to support business needs and category strategies
* Conduct sourcing activities applying knowledge in a range of categories to meet business needs
* Participate in negotiations to establish and review supply arrangements that will deliver value for money category outcomes
* Provide governance, advice and guidance to build expertise in procurement and procurement categories across the organisation
* Identify, mitigate and escalate procurement risks to enable the organisation to meet its obligations and maximise business opportunities
* Maintain and update procurement records and generate reports on procurement and contract activity to meet organisational compliance requirements and provide access to procurement information

Key challenges

* Explaining procurement processes and requirements to those responsible for business unit spend and persuading them to adopt best practice, given the complexity of procurement and the time-pressured working environment
* Keeping up to date with procurement policy, processes and legislation and building knowledge of the business and range of categories, given the rate of change in these areas

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Provide advice on procurement strategies and directions and contribute to category needs and issues * Report on progress towards business objectives, discuss key projects and issues * Seek and receive advice |
| Stakeholders | * Provide expert advice, governance and support to agency staff/teams undertaking procurement |
| **External** |  |
| Stakeholders | * Provide reports, analyses and advice to support procurement activities and category strategies |
| Vendors/Service Providers and Consultants | * Gather information to support monitoring and assessment of markets, suppliers and contract performance * Explore business opportunities and contribute to development of procurement and category management strategies * Manage contracts and monitor provision of service to ensure compliance with contracts and service arrangements |
| Other NSW Government Agencies | * Establish networks to enable performance benchmarking, monitor market trends and maintain currency in trends and developments in procurement and specific categories * Contribute to cross agency or whole of government projects/programs |
| Professional and Sector Associations | * Share information on market developments, performance benchmarking, innovation and other matters of mutual interest |

Role Dimensions

Decision making

Reporting line

Direct reports

Budget/Expenditure

Key **knowledge and experience**

**Essential requirements**

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-capability-framework) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

# Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

| FOCUS CAPABILITIES | | | | | |
| --- | --- | --- | --- | --- | --- |
| **Capability group/sets** | **Capability name** | |  | **Behavioural indicators** | **Level** |
| Personal Attributes | **Act with Integrity**  Be ethical and professional, and uphold and promote the public sector values | Represent the organisation in an honest, ethical and professional way and encourage others to do so  Act professionally and support a culture of integrity  Identify and explain ethical issues and set an example for others to follow  Ensure that others are aware of and understand the legislation and policy framework within which they operate  Act to prevent and report misconduct and illegal and inappropriate behaviour | | | Adept |
| Relationships | **Commit to Customer Service**  Provide customer-focused services in line with public sector and organisational objectives | Focus on providing a positive customer experience  Support a customer-focused culture in the organisation  Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers  Identify and respond quickly to customer needs  Consider customer service requirements and develop solutions to meet needs  Resolve complex customer issues and needs  Cooperate across work areas to improve outcomes for customers | | | Intermediate |
| Results | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | Seek and apply specialist advice when required  Complete work tasks within set budgets, timeframes and standards  Take the initiative to progress and deliver own work and that of the team or unit  Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals  Identify any barriers to achieving results and resolve these where possible  Proactively change or adjust plans when needed | | | Intermediate |
| Business Enablers | **Procurement and Contract Management**  Understand and apply procurement processes to ensure effective purchasing and contract performance | Apply legal, policy and organisational guidelines and procedures relating to procurement and contract management  Develop well-written, well-structured procurement documentation that clearly sets out the business requirements  Monitor procurement and contract management processes to ensure they are open, transparent and competitive  Be aware of procurement and contract management risks, and actions to manage or mitigate risk in monitoring contract performance  Evaluate tenders and select providers in an objective and rigorous way, in line with established guidelines and principles  Escalate procurement and contract management issues, where required | | | Adept |
| **Occupation specific capability set** | | | | | |
| Procurement | **Procurement Analysis**  Gather and evaluate information on the market, business needs, categories, key suppliers, the supply chain and contextual factors to inform procurement decisions | Engage with stakeholders to determine business needs and requirements to inform procurement decisions  Thoroughly research the key risks, people, market, supplier and timing issues for categories  Develop basic analysis of spend using simple tools and spreadsheets to identify trends and assess changes in demand  Undertake basic supply market analysis for straightforward areas of spend with some direction and oversight  Undertake basic supplier/customer preferencing for straightforward areas of expenditure  Develop functional specifications to ensure supply options are not limited  Apply different tools/techniques appropriately in different procurement situations | | | Level 2 |
| **Strategic Sourcing**  Select suppliers of required goods and services, based on market evaluation, capability and alignment to the strategic procurement directions of the organisation | Procure a wide range of complex goods/services  Consult with internal stakeholders to determine procurement business needs and changes in demand and manage stakeholder expectations  Recognise the different routes to market and determine which is the most appropriate i.e. RFx1, negotiation, e-auction etc.  Prepare procurement documentation which is professional, well- structured and concise, uses appropriate language and contains relevant information for medium value/risk projects  Proficiently use all types of RFx and other ‘go-to-market’ processes  Develop evaluation plans that incorporate both price and non-price components.  Undertake simple Value for Money calculations  Develop template Contract Management plans that include defined KPIs for straightforward procurement contracts | | | Level 2 |
| **Procurement Risk Management**  Identify, assess and mitigate procurement risks | Identify and evaluate key risks at a contractual level for straightforward arrangements and seek input from other functions as appropriate (e.g. finance, legal etc.)  Input to risk logs and opportunity assessment reports as outlined in the organisational procurement practices  Develop risk mitigation strategies for straightforward procurement arrangements  Identify areas of non-compliance to procurement policy and raise with relevant stakeholders | | | Level 2 |

# Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

| COMPLEMENTARY CAPABILITIES | | | | |
| --- | --- | --- | --- | --- |
| **Capability group/sets** | **Capability name** |  | **Description** | **Level** |
| Personal Attributes | Display Resilience and Courage | | Be open and honest, prepared to express your views, and willing to accept and commit to change | Intermediate |
| Manage Self | | Show drive and motivation, an ability to self-reflect and a commitment to learning | Adept |
| Value Diversity and Inclusion | | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
| Relationships | Communicate Effectively | | Communicate clearly, actively listen to others, and respond with understanding and respect | Adept |
| Work Collaboratively | | Collaborate with others and value their contribution | Intermediate |
| Influence and Negotiate | | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
| Results | Plan and Prioritise | | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| Think and Solve Problems | | Think, analyse and consider the broader context to develop practical solutions | Adept |
| Demonstrate Accountability | | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
| Business Enablers | Finance | | Understand and apply financial processes to achieve value for money and minimise financial risk | Intermediate |
| Technology | | Understand and use available technologies to maximise efficiencies and effectiveness | Foundational |
| Project Management | | Understand and apply effective planning, coordination and control methods | Intermediate |
| **Occupation specific capability set** | | | | |
| Procurement | Commercial Negotiation | | Plan, conduct and analyse the outcomes of commercial negotiations to achieve business objectives | Level 2 |
| Contract Management | | Effectively manage the performance of suppliers through robust contract frameworks, successfully delivering contractual obligations | Level 2 |