|  |  |
| --- | --- |
| **Cluster** |  |
| **Agency** |  |
| **Division/Branch/Unit** |  |
| **Role number** |  |
| **Classification/Grade/Band** | Clerk Grade 11/12 |
| **ANZSCO Code** |  |
| **PCAT Code** |  |
| **Date of Approval** |  |
| **Agency Website** |  |

Agency overview

Primary purpose of the role

The Category Manager provides leadership and direction in the categories under management, including supply market management and development, strategic planning and execution, and contract and risk management activities, to meet business needs and government directions

Key accountabilities

* Develop, lead and execute category plans and sourcing strategies based on research and analysis to optimise value for money outcomes and meet stakeholder needs and expectations
* Identify and manage commercial, contractual, operational, financial, reputational, ethical and supply chain risks to minimise negative impacts on category objectives while encouraging opportunity and innovation
* Lead negotiations on high impact, complex supply arrangements and contract issues to deliver better category outcomes
* Provide expert advice to key stakeholders on all aspects of procurement and the procurement category, to encourage innovative practices and support delivery of business and policy directions
* Develop and implement category management plans to meet business needs, enhance stakeholder engagement, and challenge and motivate providers to optimise service outcomes
* Lead and manage the category management team and cross-functional working groups to achieve a high-level of performance, integration and consistency in procurement across the category

Key challenges

* Identifying and managing detailed knowledge of category markets, suppliers and stakeholders and maintaining control of all category strategies, projects and arrangements, given the breadth and complexity of the category
* Gaining agreement on category strategies and providing the best procurement outcomes for business units/agencies impacted by the category arrangement, given their varied and diverse needs

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Agency Head/Secretary | * Provide expert advice to contribute to decision making and strategic directions in the procurement category and function |
| Manager | * Receive advice and report on progress towards business objectives and discuss future directions * Provide expert advice and contribute to decision making * Identify emerging issues/risks, their implications, and propose solutions |
| Executive | * Provide expert advice and support to address complex category needs and issues * Partner in developing and executing procurement and negotiation strategies for the category |
| Direct Reports | * Lead, direct, manage and support performance and development * Guide, support, coach and mentor to develop professional procurement capabilities and a business-partnering approach to stakeholders/clients |
| Stakeholders | * Provide expert advice on procurement related issues and strategies * Optimise engagement to achieve defined outcomes * Manage expectations and resolve issues |
| **External** |  |
| Stakeholders | * Consult on and negotiate the development, delivery and evaluation of category strategies and activities * Manage expectations and resolve issues |
| Vendors/Service Providers and Consultants | * Communicate needs, facilitate business transactions and resolve issues * Negotiate and approve contracts and service agreements and variations * Manage contracts and monitor the provision of service to ensure compliance with contract and service agreements * Develop, co-ordinate and deliver supplier development programs for key markets segments to shape markets to meet current and future needs |
| Other NSW Government Agencies | * Consult on category strategies and issues * Establish networks to enable performance benchmarking, monitor market trends and maintain currency in procurement trends and developments * Collaborate on cross agency or whole of government projects/programs * Influence the development of procurement policy, programs and services |
| Professional and Sector Associations | * Exchange market intelligence and information on performance benchmarking, innovation and other matters of mutual interest * Build professional expertise and networks |

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 | Model the highest standards of ethical and professional behaviour and reinforce their use  Represent the organisation in an honest, ethical and professional way and set an example for others to follow  Promote a culture of integrity and professionalism within the organisation and in dealings external to government  Monitor ethical practices, standards and systems and reinforce their use  Act promptly on reported breaches of legislation, policies and guidelines | | | Advanced |
| Relationships | **Commit to Customer Service**  Provide customer-focused services in line with public sector and organisational objectives | Promote a customer-focused culture in the organisation and consider new ways of working to improve customer experience  Ensure systems are in place to capture customer service insights to improve services  Initiate and develop partnerships with customers to define and evaluate service performance outcomes  Promote and manage alliances within the organisation and across the public, private and community sectors  Liaise with senior stakeholders on key issues and provide expert and influential advice  Identify and incorporate the interests and needs of customers in business process design and encourage new ideas and innovative approaches  Ensure that the organisation’s systems, processes, policies and programs respond to customer needs | | | Advanced |
| **Influence and Negotiate**  Gain consensus and commitment from others, and resolve issues and conflicts | Negotiate from an informed and credible position  Lead and facilitate productive discussions with staff and stakeholders  Encourage others to talk, share and debate ideas to achieve a consensus  Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes  Influence others with a fair and considered approach and sound arguments  Show sensitivity and understanding in resolving conflicts and differences  Manage challenging relationships with internal and external stakeholders  Anticipate and minimise conflict | | | Adept |
| Results | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | Use own and others’ expertise to achieve outcomes, and take responsibility for delivering intended outcomes  Make sure staff understand expected goals and acknowledge staff success in achieving these  Identify resource needs and ensure goals are achieved within set budgets and deadlines  Use business data to evaluate outcomes and inform continuous improvement  Identify priorities that need to change and ensure the allocation of resources meets new business needs  Ensure that the financial implications of changed priorities are explicit and budgeted for | | | Adept |
| Business Enablers | **Procurement and Contract Management**  Understand and apply procurement processes to ensure effective purchasing and contract performance | Ensure that employees and contractors apply government and organisational procurement and contract management policies  Monitor procurement and contract management risks and ensure that this informs contract development, management and procurement decisions  Promote effective risk management in procurement  Implement effective governance arrangements to monitor provider, supplier and contractor performance against contracted deliverables and outcomes  Represent the organisation in resolving complex or sensitive disputes with providers, suppliers and contractors | | | Advanced |
| People Management | **Optimise Business Outcomes**  Manage people and resources effectively to achieve public value | Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives  Allocate resources to ensure the achievement of business outcomes and contribute to wider workforce planning  When planning resources, implement processes that encourage the attraction and retention of people of diverse cultures, backgrounds and experiences  Ensure that team members base their decisions on a sound understanding of business and risk management principles, applied in a public sector context  Monitor performance against standards and take timely corrective actions  Keep others informed about progress and performance outcomes | | | Adept |
| **Occupation specific capability set** | | | | | |
| Procurement | **Strategic Sourcing**  Select suppliers of required goods and services, based on market evaluation, capability and alignment to the strategic procurement directions of the organisation | Lead sourcing activities and management of large, complex categories or projects and often facilitate expert reference groups  Lead supplier event days and other internal/external communication forums aimed at developing and engaging with the supply base to improve performance  Lead the development of the supply base strategy within major markets and incorporate input from senior stakeholders and technical functions to obtain agreement to overarching strategy  Demonstrate expertise in the development of all types of market facing documents in all categories and types of procurement activity  Lead cross-functional teams in the evaluation of large, complex, organisation-wide agreements  Develop evaluation plans that assess multiple complex criteria over several stages and incorporate complex Total Cost of Ownership or similar calculations  Execute contracts in line with delegated authority and conduct potentially contentious or difficult debriefs with unsuccessful suppliers  Develop detailed Contract Management Plans, KPIs, performance reviews, governance structures, resources, benefits tracking and reporting for significant projects and procurement categories | | | Level 4 |
| **Commercial Negotiation**  Plan, conduct and analyse the outcomes of commercial negotiations to achieve business objectives | Develop robust negotiation plans with business partners for complex procurement negotiations and coach other procurement staff in how to approach negotiations  Gather and apply leading edge procurement negotiation thinking and practice across the organisation  Lead negotiations for large complex categories and significant projects (e.g. outsourcing agreements, Joint Ventures, partnerships)  Adopt appropriate negotiation styles for all situations (internal and external), and effectively use these to deliver optimal procurement outcomes | | | Level 4 |
| **Procurement Risk Management**  Identify, assess and mitigate procurement risks | Lead the development of risk management tools and techniques to identify and prioritise risks to service delivery  Work closely with business areas to identify and manage commercial, contractual, operational, financial, reputational, ethical and supply chain risks emanating from procurement activity and supply base arrangements  Follow procurement risk management processes for major projects and coach others within the team on how to conduct risk assessments using established processes and frameworks  Act as an internal consultant on techniques and actions to manage risk for high value complex projects and relationships, and take calculated risks to achieve objectives  Manage compliance and work with business partners to eliminate non- compliant practices in procurement | | | Level 4 |

# 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 | Adept |
| 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 | Intermediate |
| Relationships | Communicate Effectively | | Communicate clearly, actively listen to others, and respond with understanding and respect | Advanced |
| Work Collaboratively | | Collaborate with others and value their contribution | Adept |
| Results | Plan and Prioritise | | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Adept |
| Think and Solve Problems | | Think, analyse and consider the broader context to develop practical solutions | Advanced |
| Demonstrate Accountability | | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Adept |
| Business Enablers | Finance | | Understand and apply financial processes to achieve value for money and minimise financial risk | Adept |
| Technology | | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |
| Project Management | | Understand and apply effective planning, coordination and control methods | Adept |
| People Management | Manage and Develop People | | Engage and motivate staff, and develop capability and potential in others | Adept |
| Inspire Direction and Purpose | | Communicate goals, priorities and vision, and recognise achievements | Intermediate |
| Manage Reform and Change | | Support, promote and champion change, and assist others to engage with change | Intermediate |
| **Occupation specific capability set** | | | | |
| Procurement | Strategic Procurement Leadership | | Lead the development of Procurement as a professional, strategic, value adding function enabling delivery of organisational business objectives and optimising procurement quality, productivity and performance outcomes | Level 3 |
| Procurement Analysis | | Gather and evaluate information on the market, business needs, categories, key suppliers, the supply chain and contextual factors to inform procurement decisions | Level 3 |
| Legislative and Policy Environment | | Ensure that the planning, management and delivery of procurement outcomes is fully consistent with all relevant legislative, probity and policy requirements | Level 3 |