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| --- | --- |
| **Cluster** |  |
| **Agency** |  |
| **Division/Branch/Unit** |  |
| **Role number**  |  |
| **Classification/Grade/Band** | Clerk Grade 9/10 |
| **ANZSCO Code** |  |
| **PCAT Code** |  |
| **Date of Approval** |  |
| **Agency Website** |  |

Agency overview

Primary purpose of the role

The Senior Category Officer partners with stakeholders in a category/range of categories to plan, develop, source and manage procurement arrangements to deliver value for money and effectively meet business outcomes and government directions

Key accountabilities

* Contribute to the development and implementation of category management plans and strategies to deliver value for money and meet stakeholder needs and expectations
* Analyse business needs, commercial risks and supply markets to inform category planning and sourcing
* Develop, co-ordinate and lead sourcing activities, applying extensive knowledge across a range of categories, to establish supply arrangements that deliver desired outcomes
* Provide governance, advice and guidance to internal stakeholders to build expertise in procurement and procurement categories across the organisation
* Develop and administer contract management plans, negotiate changes and modifications, supplier performance management and compliance requirements by developing effective supplier relationships to enhance category outcomes
* Plan and lead contract negotiations in the establishment and review of supply arrangements to deliver value for money procurement outcomes in specific categories
* Identify, manage and mitigate procurement risks to enable the organisation to meet its obligations and maximise business opportunities
* Document procurement processes, decisions and contractual arrangements to provide an audit trail for probity and audit purposes

Key challenges

* Identifying and promoting ways for the organisation to manage demand, given that this may involve changes in business unit practices
* Continually building professional knowledge in a wide range of categories to enhance the expert advice and support provided to procurement decision-makers, given the rate of change in this field

Key relationships

| Who |  Why |
| --- | --- |
| **Internal** |  |
| Agency Head/Functional Head | * Provide expert advice to contribute to decision making and directions in procurement
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| Stakeholders | * Collaborate and provide expert advice to contribute to category strategies, activities and decision-making
* Provide governance, guidance and support to agency staff/teams undertaking procurement
* Resolve and provide solutions to issues and build capability
 |
| Manager | * Provide expert advice on procurement strategies and directions and contribute to category needs and issues
* Report on progress towards business objectives, discuss key projects and issues and receive advice
 |
| **External** |  |
| Stakeholders | * Consult and collaborate with to define mutual interests and determine strategies to achieve their realisation P
* rovide advice and information to support procurement activities and category strategies
 |
| Vendors/Service Providers and Consultants | * Gather information to support analyses of markets, suppliers, and contract performance
* Explore business opportunities and develop innovative 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
* Influence the development of procurement policy, programs and services
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| Professional and Sector Associations | * Exchange information on market developments, performance benchmarking, innovation and other matters of mutual interest
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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 useRepresent the organisation in an honest, ethical and professional way and set an example for others to followPromote a culture of integrity and professionalism within the organisation and in dealings external to governmentMonitor ethical practices, standards and systems and reinforce their useAct 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 | Take responsibility for delivering high-quality customer-focused servicesDesign processes and policies based on the customer’s point of view and needsUnderstand and measure what is important to customersUse data and information to monitor and improve customer service deliveryFind opportunities to cooperate with internal and external stakeholders to improve outcomes for customersMaintain relationships with key customers in area of expertiseConnect and collaborate with relevant customers within the community | Adept |
| Results | **Deliver Results**Achieve results through the efficient use of resources and a commitment to quality outcomes | Seek and apply specialist advice when requiredComplete work tasks within set budgets, timeframes and standardsTake the initiative to progress and deliver own work and that of the team or unitContribute to allocating responsibilities and resources to ensure the team or unit achieves goalsIdentify any barriers to achieving results and resolve these where possibleProactively 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 managementDevelop well-written, well-structured procurement documentation that clearly sets out the business requirementsMonitor procurement and contract management processes to ensure they are open, transparent and competitiveBe aware of procurement and contract management risks, and actions to manage or mitigate risk in monitoring contract performanceEvaluate tenders and select providers in an objective and rigorous way, in line with established guidelines and principlesEscalate 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 | Effectively engage stakeholders and develop procurement strategies based on sound knowledge of business needs and supply marketsIdentify a number of different supply markets from which a category can be sourced and assess the optimal approachDevelop robust, detailed spend models using data from a variety of sources, providing insight into supply markets and internal demand analysisApply strategic tools such as Supply Positioning, market segmentation analysis, PESTLE and Porters Five Forces to analyse supply marketsUndertake supplier/customer preferencing and effectively translate the outcomes into procurement sourcing strategiesResearch and provide competitive procurement options to deal with limited supply of products and servicesReview and select tools and systems solutions developed to suit the application needed | Level 3 |
| **Strategic Sourcing**Select suppliers of required goods and services, based on market evaluation, capability and alignment to the strategic procurement directions of the organisation | Manage categories or large areas of expenditureEngage supply markets and internal stakeholders positively to achieve effective communication and conditioningAnalyse all internal and external procurement information to effectively develop supply base strategies for major procurement projectsPrepare procurement documentation which is professional, well- structured and concise, uses appropriate language and contains relevant information for high value/ high risk projectsDemonstrate expert knowledge of the supplier evaluation and selection process and manage the process for high value/high risk projectsDevelop evaluation plans that allow for a multi-stage evaluation and assessment of several potentially competing criteria and complex Value for Money calculationsConduct straightforward debriefsDevelop detailed Contract Management plans that include defined KPIs, a pre-determined approach to feedback, and an action plan to address non-performance issues | Level 3 |
| **Procurement Risk Management**Identify, assess and mitigate procurement risks | Develop risk mitigation strategies for complex procurement arrangementsProactively keep abreast of risk management processes and effectively use systems and practices to input to project risk logs and opportunity assessment activities within own teamDevelop risk mitigation strategies for complex and large procurement projects, ensure appropriate ownership of risk between the organisation and the supplier (i.e. allocation of risk where it is best managed)Champion compliance as a key procurement risk mitigation strategy | Level 3 |

# 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 |
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| **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 | Adept |
| Work Collaboratively | Collaborate with others and value their contribution | Adept |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Adept |
| 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 | Intermediate |
| Project Management | Understand and apply effective planning, coordination and control methods | Adept |
| **Occupation specific capability set** |
| Procurement | Commercial Negotiation | Plan, conduct and analyse the outcomes of commercial negotiations to achieve business objectives | Level 3 |
| Contract Management | Effectively manage the performance of suppliers through robust contract frameworks, successfully delivering contractual obligations | Level 3 |