

Role Description

Director Supplier Development Management



Customer Service

Cluster	Customer Service
Agency	Department of Customer Service
Division/Branch/Unit	Digital.NSW and Customer Service ICT / ICT / Digital Sourcing
Classification/Grade/Band	Band 1
Senior Executive Work Level Standards	Work Contribution Stream: Service/Operational Delivery
ANZSCO Code	139999
PCAT Code	1556661
Date of Approval	October 2019

Primary purpose of the role

Manage and lead the establishment and ongoing development of strategic partnerships with designated ICT & Digital strategic partners in line with the procurement lifecycle, through collaboratively working with key Government and industry stakeholders, to ensure the achievement of NSW Government procurement objectives, State Digital Strategy, Digital Blueprint and ICT & Digital investments.

Key accountabilities

- Provide ICT and Digital sourcing expertise and technical advice to the Minister for Customer Service, Minister for Finance, and the NSW Procurement Board to support delivery of NSW Government policy objectives
- Lead designated teams to ensure the efficient and effective establishment and ongoing development and ownership of strategic partnerships with designated ICT & digital partners reflecting leading ICT / Digital sourcing practice
- Establish Supplier Development Management Program in conjunction with NSW Procurement
- Alignment of strategic relationship priorities and investments with the NSW Government State Digital Strategy, Digital Blueprint and ICT & Digital investments
- Collaborating with strategic partners and ICT and Digital teams to identify, design and deliver ICT and Digital savings opportunities with strategic partners such as consolidation of disparate systems onto common and core platforms.
- Managing and leading the establishment of innovation programs, through working with our strategic partners and their ecosystems of SMEs and start-ups as well as existing SME and start-up networks through Accelerators and Incubators, to identify and realise opportunities for the NSW Government to partner with SMEs and Start-ups to deliver innovative technology solutions. Maintain collaborative communities of practice to support continued innovation and delivery of NSW Government procurement reform objectives
- Lead, manage and develop team members, maintaining high levels of performance to ensure the provision of expert advice and effective support

Key challenges

- Satisfying probity requirements effectively while also reducing red tape in service delivery
- Developing the required relationships across the government to successfully deliver agreed outcomes
- Building and leading a positive, diverse and productive workforce that aligns with the new ICT / Digital sourcing operating model

Key relationships

Who	Why
Internal	
Ministers	<ul style="list-style-type: none"> • Provide updates and timely authoritative information and advice • Identify emerging issues, risks and opportunities to facilitate informed decision making
Procurement Board	<ul style="list-style-type: none"> • Consult, provide updates and timely authoritative information and advice • Identify emerging issues, risks and opportunities to facilitate informed decision making
Executive Director (Manager)	<ul style="list-style-type: none"> • Identify emerging issues/risks and their implications and propose solutions • Report on progress towards business objectives and discuss future directions • Participate in meetings and discussions, receive guidance and instructions
Leadership Team	<ul style="list-style-type: none"> • Provide guidance and support and process advice to support implementation of plans, processes, procedures, projects and new initiatives • Share high-level awareness and sensitivity around issues • Facilitate information flow and effective feedback, set objectives, performance requirements and quality standards and manage performance and development • Represent in discussions establishing the appropriateness and timing of the Executive's involvement
Direct Reports	<ul style="list-style-type: none"> • Provide leadership, guidance and support and process advice to support implementation of plans, processes, procedures, projects and new initiatives • Share high-level awareness and sensitivity around issues • Facilitate information flow and effective feedback, set objectives, performance requirements and quality standards and manage performance and development • Represent in discussions establishing the appropriateness and timing of the Executive's involvement
Work Team	<ul style="list-style-type: none"> • Consult in relation to specialty areas, inform, provide direction, develop capability and manage performance • Support team members and work collaboratively to contribute to achieving the team's business outcomes
Stakeholders/Customers	<ul style="list-style-type: none"> • Consult, provide information and support, promote, influence, negotiate and build mutually-beneficial relationships

Who	Why
Strategic Policy	<ul style="list-style-type: none"> Liaise with regarding the interpretation of data analysis/research to support new policies, category service delivery and ICT /reform initiatives
External	
Industry Stakeholders	<ul style="list-style-type: none"> Collaboration to drive better procurement strategies, innovation, outcomes and benefits for government Consult, provide and obtain information, negotiate required outcomes and timeframes
Vendors/suppliers/ other Government agencies	<ul style="list-style-type: none"> Establish and develop strategic partnerships and collaborate with to drive better procurement strategies, innovation, outcomes and benefits for government Consult, provide and obtain information, negotiate required outcomes and timeframes Manage and report on supplier related performance targets Communicate benefits realisation progress against strategic targets

Role dimensions

Decision making

Operates with a reasonable degree of autonomy and is directly accountable for the quality of outcomes. Services and solutions provided have a direct impact on agency/program performance and stakeholder satisfaction. The incumbent contributes to and may lead the development of new solutions and services. They implement strategic directions and are accountable for decisions and actions associated with their area of responsibility.

Reporting line

This position reports to the Executive Director, ICT / Digital Sourcing

Direct reports

This role has up to 5 Direct reports and up to 20 Indirect reports

Budget/Expenditure

As per the Customer Service Delegations

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

This role also utilises an [occupation specific capability set](#).


Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Advanced
	Act with Integrity	Advanced
	Manage Self	Adept
	Value Diversity	Adept
 Relationships	Communicate Effectively	Highly Advanced
	Commit to Customer Service	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Advanced
 Results	Deliver Results	Advanced
	Plan and Prioritise	Advanced
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Highly Advanced
 Business Enablers	Finance	Advanced
	Technology	Adept
	Procurement and Contract Management	Advanced
	Project Management	Adept
 People Management	Manage and Develop People	Advanced
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Advanced
	Manage Reform and Change	Adept

Procurement Professionals Capability Set

Capability Group	Capability Name	Level
 Procurement	Strategic Procurement Leadership	Level 5
	Strategic Sourcing	Level 5
	Supplier Relationship Management	Level 5

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Advanced	<ul style="list-style-type: none"> • Model the highest standards of ethical behaviour and reinforce them in others • Represent the organisation in an honest, ethical and professional way and set an example for others to follow • Ensure that others have a working understanding of the legislation and policy framework within which they operate • 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 on reported breaches of rules, policies and guidelines
Relationships Communicate Effectively	Highly Advanced	<ul style="list-style-type: none"> • Articulate complex concepts and put forward compelling arguments and rationales to all levels and types of audiences • Speak in a highly articulate and influential manner • State the facts and explain their implications for the organisation and key stakeholders • Promote the organisation's position with authority and credibility cross-government, cross jurisdictionally and outside of government • Actively listen, and identify ways to ensure all have an opportunity to contribute • Anticipate and address key areas of interest for the audience and adapt style under pressure
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Relationships Work Collaboratively	Advanced	<ul style="list-style-type: none"> • Build a culture of respect and understanding across the organisation • Recognise outcomes which resulted from effective collaboration between teams • Build co-operation and overcome barriers to information sharing, communication and collaboration across the organisation and cross-government • Facilitate opportunities to engage and collaborate with external stakeholders to develop joint solutions
Relationships Influence and Negotiate	Advanced	<ul style="list-style-type: none"> • Influence others with a fair and considered approach and present persuasive counter-arguments • Work towards mutually beneficial win/win outcomes

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Show sensitivity and understanding in resolving acute and complex conflicts • Identify key stakeholders and gain their support in advance • Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise • Pre-empt and minimise conflict within the organisation and with external stakeholders
Results Plan and Prioritise	Advanced	<ul style="list-style-type: none"> • Understand the links between the business unit, organisation and the whole-of-government agenda • Ensure business plan goals are clear and appropriate including contingency provisions • Monitor progress of initiatives and make necessary adjustments • Anticipate and assess the impact of changes, such as government policy/economic conditions, to business plans and initiatives, and respond appropriately • Consider the implications of a wide range of complex issues, and shift business priorities when necessary • Undertake planning to transition the organisation through change initiatives and evaluate progress and outcome to inform future planning
Results Think and Solve Problems	Advanced	<ul style="list-style-type: none"> • Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements • Implement systems and processes that underpin high quality research and analysis
Business Enablers Procurement and Contract Management	Advanced	<ul style="list-style-type: none"> • Ensure that government and organisational policy in relation to procurement and contract management is implemented • Monitor procurement and contract management risks and ensure that this informs contract development, management and procurement decisions • Take responsibility for procurement and contract management activities and decisions by applying the guidelines and procedures • Promote the principles of risk management as applied to procurement projects, to identify and mitigate risk • Implement effective governance arrangements to monitor provider, supplier and contractor performance against contracted deliverables and outcomes

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
People Management Optimise Business Outcomes	Advanced	<ul style="list-style-type: none"> Represent the organisation in the resolution of complex/sensitive disputes with providers, suppliers and contractors
		<ul style="list-style-type: none"> Develop workforce plans that effectively distribute organisational resources to achieve business goals Plan for strategic use of human resources that links to wider organisational aims and goals Encourage others to strive for ongoing performance improvement Align systems and processes to encourage improved performance and outcomes

Occupation/profession specific capabilities

Category and Sub-Category	Level	Level Descriptions
Procurement, Supplier Relationship Management	Level 5	<ul style="list-style-type: none"> Lead or direct the development of contract management, supplier performance and relationship management policies and processes across the organisation Establish long term key supplier relationships at CEO level Work proactively with suppliers and sectors to identify opportunities to deliver value for all parties Develop frameworks and strategies to identify suppliers and supply markets where supplier development activities would be beneficial Work with business partners to link procurement benefits into local budgeting processes