

# Role Statement



TITLE OF POSITION: Team Leader Procurement – Policy, Process and Procedures  
CLASSIFICATION LEVEL: ASO-8  
REPORTS TO: Head of Procurement Operations

## 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 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 Team Leader Procurement – Policy, Process and Procedures is responsible for ensuring that all of the relevant procurement and contract management policies, processes and procedures are contemporary and reflect the Department's strategy and direction.

Reporting to the Head of Procurement Operations, this person will lead a team who will constantly review and challenge current procurement and contract management policies, processes and procedures, implement changes and monitor effectiveness and compliance accordingly.

Directorate:  
Position Number:  
ANZCO Code:  
Location: #11196559  
Version 1.0 (30/01/2017)



Government of South Australia  
Department of Planning,  
Transport and Infrastructure

## Key Occupational Capabilities of the Role

The Team Leader Procurement - Policy, Process and Procedures is required to undertake a wide range of activities which may include all or any of the following:

- Creates a suite of policies, procedures and templates that support the direction that the Department is taking in respect to being a contemporary provider of procurement and contract management services.
- Ensures that all procurement policies, procedures and guidelines comply with the any relevant Legislation, Regulations and Codes of Practice that apply.
- Communicates how the delivery of existing and implementation of new procurement services, strategies, structures, capabilities, processes and tools improves bottom line performance and supports the achievement of the Department's objectives.
- Assesses the broader social environmental objectives of government and incorporates these into procurement policy and sourcing initiatives.
- Understands the current and future role of the Department, including the implications for Procurement, and translates and adapts Procurement best practice when recommending Procurement policies, procedures and guidelines.
- Views the policy function from a wider perspective, understands its implications for stakeholders and service delivery and can use the information to generate and test procurement policy options.
- Ensures the evaluation, reshaping and refining of procurement policy effectiveness and performance is supported by research and evidence.
- Delivers improvements across the procurement policy program and prioritises attention on critical areas of Procurement policy performance in order to resolve problems effectively and efficiently.
- Delivers desired outcomes through successful Procurement policy implementation and ensure effective monitoring and evaluation of policy, procedure and guideline performance against agreed objectives and success criteria.
- Communicates lessons learnt for future Procurement policies, procedures and guidelines.
- Reviews the outcomes of procurement audits to measure and evaluate performance and implement continuous improvement strategies. Accurately reports on internal audit outcomes to relevant internal management.
- Develops internal audits schedule for the Procurement System to ensure legislative and regulatory compliance.

### **Qualifications / Licences**

- Relevant tertiary qualifications and/or significant relevant experience in policy development in a procurement environment 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.***

## Core Capabilities and Expected Behaviours

### **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 Departments 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.***

## Core Capabilities and Expected Behaviours

### 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.
- Proactively participates in any WHS training in order to improve knowledge of and/or performance in safety.

#### **MANAGER/SUPERVISOR WHS RESPONSIBILITIES**

- Oversees the management of WHS and welfare decision making within area of responsibility.
- Supports a Just Culture model of shared accountability, attitudes, beliefs and values.
- Identifies and ensures workers participate in required WHS training in order to improve knowledge of and/or performance in safety.
- Actively recognises employees who contribute to improved work health safety performance, goals and/or obligations.
- Supports injured or ill employee, through actively participating in rehabilitation programs to ensure that suitable duties are provided for the injured/ill workers return to work.
- Completes and submits appropriate reports within area of responsibility.
- Ensures that workplace inspections occur and that problems identified are recorded and acted upon.
- Uses consultative mechanisms to assist in the resolution of escalated significant work health and safety issues.
- Maintains active knowledge of hazards and risks in the work area.
- Participates in hazard, accident or incident investigation.
- Supports workers and takes action on reports of workplace bullying, occupational violence and discrimination.