# POSITION DESCRIPTION

**Position Title:** Senior eProcurement Officer  
**Organisation Unit:** Strategic Procurement, Governance and Risk Management Division  
**Position Number:** TBA  
**Type of Employment:** Continuing, Full-time  
**Classification:** Hew Level 6

## THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver **knowledge leadership for a better world**.

UQ ranks in the world's top universities, as measured by several key independent ranking, including the Performance Ranking of Scientific Papers for World Universities (45), the US News Best Global Universities Rankings (52), QS World University Rankings (51), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (60). UQ again topped the nation in the prestigious Nature Index; and secured a greater share of Australian Research Council grants in 2016 ($24.5 million) than any other university nationally.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience —the UQ Advantage — is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland's highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia's Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 230,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.7 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences, sustainable minerals, bioengineering and nanotechnology, as well as social science research.
UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of $11 billion+ (see http://unquest.com.au/our-track-record).

UQ has a rapidly growing record of attracting philanthropic support for its activities and will have further success in this area as an important strategic aim going forward.

Organisational Environment

The Governance and Risk Management Division provides consolidated leadership, strategic direction, management, and expertise to enable effective and efficient governance and risk management across the University. The Division is responsible for the development and management of the University’s enterprise-wide governance, risk management, compliance and procurement frameworks and processes, facilitating their adoption, and providing assurance on their effectiveness.

The Division comprises the following specific functions and teams: Enterprise Governance, Enterprise Risk Services, Enterprise Insurance Services, Enterprise Compliance Services, Enterprise Procurement Services, Corporate Services and Internal Audit.

UQ’s Strategic Procurement Services within the Governance and Risk Management Division is dedicated to supporting research, teaching and local operational factions by:

• Providing expert advice and support for all aspects of procurement across a broad range of goods and services, covering procurement planning, document preparation, tendering, price negotiations, risk assessment, and contract preparation and management.

• Managing uncertainty of supply by establishing purchase contracts or preferred supplier agreements of a tenderable value.

• Mitigating risks by evaluating vulnerabilities in your procurement cycle or the manner in which you interface with vendors and service providers.

• Providing ongoing training programs and delivering a procurement seminar series for knowledge enhancement.

• Developing effective ‘self-help’ tools through our informative website and guides.

• Recommending best practice purchasing methods for specific categories of goods and services

The University is investing in the latest advances in electronic trading. UQ currently processes in excess of 94,000 purchase orders per year, to the value of $2.5 billion; the majority of which are low value, high turnover items, for which an electronic marketplace becomes a most appropriate procurement tool to enact transactional efficiencies and streamline processes. With information flowing through an automated platform, it becomes easier to use analytics and decision-support tools to develop a better understanding of spend and fundamentally strengthen the relationship between the University and its suppliers. Further expansion in other areas of the procure-to-pay cycle is on-going.

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available at - http://www.uq.edu.au/current-staff/working-at-uq
DUTY STATEMENT

Primary Purpose of

The position facilitates and supports the on-going development and implementation of UQ’s e-Procurement Strategy, working closely with stakeholders, providing high level support whilst ascertaining areas for further development and opportunity to help drive efficiencies and savings. The Senior eProcurement Officer is responsible for applying analytical, technical and project administration expertise to serve as the primary ‘super user’ of the electronic marketplace system used by the UQ community.

The Senior eProcurement Officer position sits within the eProcurement (ePro) team, within the Strategic Procurement Services unit, responsible for the administration, management and support of UQ’s electronic marketplace system, interfaces and processes.

The role contributes to the review and development of processes and procedures ensuring transactions are executed in a way that supports the achievement of high standards of service quality, timeliness and accuracy, and are in compliance with University policy frameworks and external legislative and regulatory controls.

Duties

Duties and responsibilities include, but are not limited to:

Client Focused Operations and Service Delivery

- Maintain working knowledge of client business operations, and understand the implications for automated transactions, and any requirements to realign service delivery to maintain quality, timeliness and accuracy by the ePro team
- Contribute to the development of overarching category management strategies, utilising expert knowledge of the electronic marketplace to identify opportunities to achieve order processing and data integrity improvements and enhanced service delivery to clients
- Identify and document areas of non-compliance to UQ policies, procedures and processes, as well as legislated requirements, suggesting better control solutions, and reporting serious breaches to management
- Develop and maintain a suite of accurate high quality reports on performance against designated KPIs, as well as undertake overarching comparative analyses utilising various system reports, supplier interactions and stakeholder questionnaires
- Assist the Lab Supplies & Services Category Manager to undertake regular reviews of the eProcurement system and associated eModules through analysis of management information and spend data, conducting user surveys, running user forums and modify the content of training provision based on the outcomes from these reviews
- Apply a comprehensive understanding of the electronic Marketplace system, related functional capability and processes
- Resolve complex issues from the eMarketplace from end users, and/or escalate to appropriate third party software provider to ensure issues are addressed in an efficient manner
Take on the role of ePro Lead Corporate Administrator; thereby approving price files; advising on supplier on boarding process; approving supplier mapping; user profile management and Business Unit creation

Resolve Tier 2 (advanced) issues, by assisting stakeholders with more complex problems, assessing their needs, and communicating resolutions effectively and in a timely manner, in consultation with the Lab Supplies & Services Category Manager as needed; and also to escalate any outstanding issues with the required business owner, (ITS Enterprise Support (enTSS), FBS Client Services, and Accounts Payable) to ensure a timely resolution and customer satisfaction with the services rendered.

Provide guidance and advice to less experienced team members, as well as a high level system training to Category Managers, Category Officers and relevant PST Managers, to ensure team service level agreements and key performance indicators are met.

Monitor provision of software-as-a-service by our software provider to ensure service arrangements adhere to contract terms and conditions.

Develop operational responses to recurring technical issues based on knowledge and expertise, and on an accurate appraisal of facts, causes, assumptions, and different points of view, recruiting consultation endeavours with the respective stakeholders and business owners as required.

**Relationship Management, Collaboration and Teamwork**

- Maintain productive and collaborative working relationships with professionals across the different corporate division teams, facilitating an effective interface between transactional and system advisory services, and the delivery of seamless electronic procurement to the client portfolio.
- Engage with Finance and IT specialist service teams and peers across UQ and other Professional Services teams, to maintain awareness of internal best practice systems and approaches that enhance the delivery of automated procurement services.
- Work with suppliers & Internal ITS and Finance teams as needed to ensure the successful implementation of any approved changes to system workflows, audit system configuration and interfaces.
- Seek guidance and input from the Lab Supplies & Services Category Manager and other Procurement team members for ongoing training, guidance and troubleshooting advice to resolve complex issues, facilitating capability improvement whilst ensuring the consistent application of the policy framework.
- Assist Category teams in achieving the teams’ overall category responsibilities.
- Participate in improvement project and related opportunities across the Strategic Procurement Services team that match personal development and career plans.

**Communication**

- Produce a range of high level business correspondence and reports, presenting clear, factual and pertinent information based on knowledge, research and analysis.
- Coordinate, write and/or review the production of communications as required, by the Lab Supplies & Services Category Manager.
- Contribute to the delivery and improvement of training materials suitable for various levels of the organization relating to eProcurement; and maintain comprehensive
procedures for the eMarketplace system (and associated eModules), such as technical guides, FAQ’s, and other components of the knowledgebase, as well as customer, stakeholder and supplier as contact lists

- Manage UQ Procurement's internal and external websites (UQeMarket, Supplier Resources and UQ Procurement site)
- Support the ePro Officers and Lab Supplies & Services Category Manager in coordinating information flow to other staff ensuring up-to-date advice to clients by maintaining of generic email inboxes

**Administration & Documentation**

- Develop and document operational processes based on knowledge and expertise, taking into consideration responses to recurring issues, using accurate appraisal of facts, causes, assumptions, and different points of view, giving rise to an Issue Resolution register, a Desktop ePro Admin Manual and a website with a variety of self-help resources
- Assist in the development and implementation of standard operating procedures related to the ePro system and its module add-ons, standardizing procedures across the University and actively seeking ongoing improvement to administration processes; thereby contributing to continuous improvement of UQ policies, procedures, processes and initiatives
- Collate, draft and prepare supporting and primary project documentation for eProcurement project performance reports

**Procurement**

- Support the University’s Centre-led approach to procurement to ensure that it procures its goods and services in a cost effective and efficient manner incorporating:
  - Provide governance, advice and guidance to internal stakeholders to build expertise in procurement
  - Provide advice and support to Category Officers and Managers with regards to on-boarded suppliers within their category
  - Work with key Category Managers to understand procurement activities within the ePro system
  - Working with internal and external stakeholders to ensure category strategies and procurement procedures are being adhered to

**Other**

- Undertake other work as directed by the Lab Supplies & Services Category Manager consistent with the skills and knowledge of the position
- Plan and review daily work with flexibility in meeting unforeseen circumstances while continuing to meet expectations
Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:

- The University’s Procurement Policy and Procedures
- the University's Code of Conduct
- requirements of the Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by the University or Institute/School
- the adoption sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures
- requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related responsibilities and procedures developed by the University

Organisational Relationships

The position reports to the Lab Supplies & Services Category Manager, Strategic Procurement Services, Governance & Risk Division.
SELECTION CRITERIA

Essential

- Qualifications and training equivalent to an undergraduate degree in business administration, accounting, commerce or related field; or an equivalent combination of relevant experience and/or education/training
- Demonstrated ability to establish and maintain productive working relationships with key stakeholders and clients ensuring service delivery meets key requirements
- Proven experience working in an advisory and/or service delivery functions in complex stakeholder and policy environments
- Highly developed analytical skills, with evidence of applying these skills effectively to resolve complex technical problems or difficult non-technical scenarios
- Knowledge and understanding of key procurement processes in a large multi-purpose or diverse organisation
- Experience in producing reports, briefing papers or communiqués, that can explain complex or technical information simply and in a manner which can be clearly conveyed to a variety of audiences

Desirable

- Knowledge and experience in the use of computerised financial systems (preferably Peoplesoft Financials), or the ability to rapidly gain knowledge of the University’s financial policies and procedures and interpret them as they apply to the duties handled by this position
- Demonstrated ability to apply advanced skills and expertise with Microsoft Office Tools, particularly in the area of data analysis
- Qualifications and/or training competencies in Procurement training
- Knowledge of IT systems and current procurement advances, i.e. e-Procurement, marketplaces, etc.

The University of Queensland values diversity and inclusion.

Applications are particularly encouraged from Aboriginal and Torres Strait Islander peoples. For further information please contact our Australian Indigenous Employment Coordinator at: atsi.recruitment@uq.edu.au
Applications are also encouraged from women.
This role is a full-time position; however flexible working arrangements may be negotiated.