

## Manager - Procurement & Stock Management (Food and Beverage)

### Position Description

#### The Pillar

The Customer Experience team ensures that Arts Centre Melbourne places the customer first by creating and delivering experiences of unique value. The team is accountable for delivering an integrated end-to-end customer journey that provides a remarkable experience each and every time. The team deliver success in our customer focused business functions of Ticketing, Marketing, Food & Beverage, Strategic Communications, Car Park, Retail, Guided Tours and Front of House customer service. We are the largest team in the organisation with over 450 people.

#### The Role

The primary focus of the Manager - Procurement & Stock Management (Food and Beverage) is to develop, plan, organise and manage the effective operation of stock control, purchasing, compliance and inventory processes of the Food & Beverage part of the Customer Service and Innovation departments. The role will oversee day to day procurement in the Customer Experience pillar and work closely together with the Procurement Business Partner to assist with the Victorian Government Purchasing Board (VGPB) expansion project and manage relationships with internal and external stakeholders.

Working across all phases of the strategic sourcing process, you will identify saving opportunities to improve value, create competitive environments, and provide reporting to assist relevant Senior Managers and budget holders to negotiate with suppliers and potential partners, to ensure seamless availability of products and services needed to support departmental objectives. The role will proactively work with relevant department heads to coordinate and oversee the annual procurement planning process to enable a strong strategic procurement approach.

A key focus for the role is also to drive change and improvement across all relevant operational aspects including F&B systems, financial, people, safety, compliance, performance and procurement strategies in order to deliver the greatest value for ACM

Type	Full Time (ongoing)
Reports to	Director, Customer Innovation
Direct Reports	F&B Inventory and Procurement Coordinator
Salary/Hourly Rate	ACM Enterprise Agreement 2018 Band 4.2
Key Relationships	<p><i>Internal:</i> Finance, Procurement Business Partners, Customer Engagement, Programming and Presenter Services teams, Head of Customer Experience Design, Head of Hospitality Service, SMMB team, Procurement and Loading dock team, Reimagining team, Manager Partnership</p> <p><i>External:</i> Suppliers, Venue Presenters, Precinct Organisations, Industry, Tourism, Community Organisations, Government agencies</p>
Delegation	Financial and people delegations as per current policy
Location	Arts Centre Melbourne premises (subject to potential relocation)
Other	<p>SGA Employee under the ACM Enterprise Agreement 2018</p> <p>Satisfactory completion of a National Police Check required</p> <p>Responsible Service of Alcohol Certificate (highly desirable)</p> <p>You will hold valid working rights in Australia (subject to verification)</p>
Reviewed	January 2022

## KEY CRITERIA

### Your capabilities

- **Change Agility** – you work well in an environment characterised by high levels of change: adapting, learning and applying skills quickly.
- **Sustainable Creative Practice** – you create and choose from a number of strategic options and make decisions to deliver the most impactful strategic outcome.
- **Collaboration** – you work with others to achieve outcomes – involving the right skill, perspectives, abilities and expertise.
- **Accountability** – you achieve required goals and outcomes both personally and for the organisation.
- **Coaching** – you continuously develop yourself and others.
- **Being Inclusive** – you act in a way that is inclusive and provides an environment of access and equity

### Your qualifications and experience

- A tertiary qualification in a relevant field such as in supply chain management or purchasing preferred
- Demonstrated procurement experience within a Public Sector or Public Service environment is desirable. Experience of operating in compliance with the frameworks of the Victorian Government Purchasing Board (VGPB) would be highly desirable.
- Proven experience in managing a small team
- Developed knowledge of food wholesale market and commercial cooking resource requirements
- Experience in stakeholder management and negotiation
- Very capable computer skills, with solid experience in using stock management and purchasing software
- Food Safety Supervisor Certification advantageous
- Experience in point of sale and stocktake software
- Experience in using stock management systems and processes
- Experience in the use of finance software for ordering and receiving for a medium to large food and beverage organisation
- Membership of a procurement professional association is desirable.
- Extensive experience in a designated procurement position including demonstrated in-depth knowledge of sourcing and procurement principles and best practice (within a hospitality environment highly regarded).
- Demonstrated ability to collaborate with a dynamic set of stakeholders to drive transformation and change.
- Experience in the assessment and application of risk management practices to achieve strong probity outcomes and maintain organisational integrity.
- Proven experience with change management in an operational environment
- Experience in successfully managing contracted commercial suppliers and service providers

## **Your skills and attributes**

### **Professionalism**

- Models organisational values and preferred behaviours, promoting the Code of Conduct and strong ethics.
- Demonstrates initiative in envisioning new and innovative solutions for organisational benefit.
- The ability to work confidentially with tact and discretion is essential.
- A drive for excellence and professionalism is pre-requisite and will be well-evidenced.
- High customer service focus with a pro-active approach to problem-solving.
- An enterprise focus is essential - looking beyond Finance and collaborating to deliver the best outcomes for ACM.

### **Communication**

- Demonstrable and advanced interpersonal skills which enhance the building of strong business partnerships/relationships with a wide variety of stakeholders of all organisational levels. Experience managing relationships, projects and business partnering with multiple stakeholders is essential.
- Excellent report writing skills, including the preparation of informative but succinct papers for Management is essential.
- Ability to operate transparently and openly, particularly with regard to keeping stakeholders informed of team progress, action plans and expected timescales – with the focus on stakeholders at all times.
- As a key subject matter expert in a specialist field, the ability to act and advise in a confident and knowledgeable manner is key.
- Highly developed negotiation skills, with a strong ability to influence at a senior level and to work collaboratively in a team environment and with multiple stakeholders.
- Experience in presenting to internal leadership groups and teams alike, tailoring information and delivery appropriately for the audience.

### **Planning & Organisation**

- Ability to work under pressure and within strict deadlines, and to lead a team during such periods.
- Excellent organisation skills and ability to foresee and appropriately prepare for forthcoming matters arising.

### **Critical & Strategic Thinking**

- Demonstrated strong analytical thinking – synthesising information, collecting and researching data, using intuition and experience to complement available data.
- Proven focus on continuous improvement, with the ability to apply design thinking principles and manage change effectively. Focus on digital capabilities and leveraging systems to automate/digitise processes, and to ensure the effective management of data to increase efficiency and accuracy
- Advanced systems capabilities and knowledge of Microsoft products, particularly Excel and its analytical capabilities, as well as a suite of organisation and collaboration tools, is essential.
- Proven experience with and understanding of current technology, POS, stock management operating systems and applications; and the demonstrated ability to learn and apply new technology and systems, including upgrades and changes, within a reasonable timeframe.

## **Accountabilities:**

### **Stock Management and Control**

- Produce regular procurement, COS stock turnover reporting and informative updates which raise awareness of matters of importance and demonstrate performance with regards to procurement activities, outcomes and compliance.

- Management of the food and beverage stock and administrative team in co-ordination with the outlet managers to deliver accurate stock, financial, and administrative processing that meets the requirements of internal and external stakeholders
- Develop plans and measures to assess and improve business unit procurement performance.
- Throughout the month assists all outlets in the preparation of month end stock take, making sure that all managers and supervisors have correct tools with conducting monthly stock takes.
- Monitors monthly stock take and identifies any areas of concerns and works with each outlet manager to rectify them before presenting final figures to the finance team.
- Meets with outlet managers once month end is closed to go through variance reports and looks at ways to reduce them to an appropriate level.
- Compiles and presents the department's variances to senior F&B Management with solutions to reduce ongoing variances.

### **Procurement Operations**

- Ensure that the processes, timetables, obligations and resources are in place to support the significant compliance requirements of the procurement function.
- Undertake the tender and supplier selection processes within the CX pillar, ensuring that they adhere to best practice and compliance frameworks, including appropriate evaluation.
- Complete the contract award, execution and documentation process in line with VGPB guidelines.
- Where required, carry out debriefs with unsuccessful suppliers.
- Ensure commercial outcomes are delivered in line with business principles.
- Apply best practice procurement negotiations to support the business in sourcing activities and supplier management.
- Enact effective and efficient procurement solutions to ensure adherence to frameworks, policies and procedures, balanced with the need for agility in a time-critical, high-pressure operating and project delivery environment.

### **Stakeholder Management and Customer Service Focus (internal/external)**

- Build and maintain strong relationships with internal and external stakeholders.
- Seek to understand stakeholder and customer needs to ensure fit for purpose solutions can be implemented.
- Identify trends and events that might impact on future demand for services and the capacity of the area to manage the change.

### **Finance and Governance**

- Working closely with Finance and Procurement Partnering teams, contribute to effective budget management and financial reporting which meets the organisation's overall legal and statutory requirements and control expenditure within budget limits whilst maximising the value of management resources.
- Ensure compliance through internal controls, including policies, procedures and delegations to manage how decisions and actions are undertaken to achieve CI objectives.

### **Values, Safety and Wellbeing**

- Champion and role-model ACM's culture to meet corporate objectives and to promote teamwork, equity, employee development and empowerment in order to foster a culture of high performance and a workforce which demonstrates behaviours consistent with ACM's values.
- Provide and maintain a working environment that, as far as reasonably practicable, is safe and without risks to the health, safety and wellbeing of all (employees, contractors, volunteers).
- Ensure risks are managed satisfactorily, including assessing, communicating and monitoring controls and emerging conditions that may affect risk responses.

### **Continuous Improvement, Program Management, Change and Responsiveness**

- The incumbent should evaluate and identify the role that procurement function plays in supporting delivery of the ACM strategic plan and maintain focus on the big picture.

- Contribute to both finance-centric and cross-organisational projects and programs of work to deliver upon the continuous improvement agenda.
- Embrace and encourage innovation and creativity in the workplace, aware of changes in the political, economic, social and technological context where these skills can be applied.

#### **Decision making:**

- Under the direction of the Director, Customer Innovation the incumbent will be required to source, negotiate, purchase goods and authorise payment in line with budget allocations and Arts Centre Melbourne's values
- Prepare financial information, budgeting and cost analysis and will be responsible for ensuring accuracy when providing information to the business.
- Uphold and enforce ACM's policies and procedures and assist in guiding the business on their application where required.
- Be required to balance the often-competing enquiries and immediate demands of internal and external stakeholders, plan the work of the team to prioritise accordingly, whilst maintaining absolute transparency and communication with stakeholders – including managing expectations.
- A moderate level of operating autonomy is required and the ability to make decisions appropriately.

#### **Systems:**

- Use of Microsoft Office (including advanced use of Excel), Microsoft Teams and organisational tools such as Microsoft Planner are a key requirement in this role – using technological solutions to enhance efficiency, simplify processes, enhance communication, enhance transparency and reduce risk.
- Calumo is the organisation's corporate performance management tool, which enables multi-data source reporting, metrics, dashboarding, budgeting and forecasting. This is the primary tool for Finance Partnering and development to extend its application into procurement is a future focus.
- Tenders Vic e-procurement tools are used in the performance of this role.
- Good understanding of system interfaces, data structures and data marts is beneficial, with many systems being interfaced.
- Use of Ungerboeck as the organisation's event management and finance ERP system, requires moderate level knowledge in the performance of this role. Ungerboeck also houses a newly launched contract management solution, and this role will play a key part in the adoption of the system and ensure ongoing completeness of this module with all procurement contracts.

#### **Working environment/physical requirements:**

- Based in an open-plan office environment, as a part of a Customer Innovation and Service team.
- Be required to undertake the tasks and requirements detailed in the relevant job task analysis.
- Undertake general office work with a strong emphasis on the use of computers and digital technology.
- Potentially work in an underground office environment.
- Be required to be on site/attend events outside work hours from time to time.
- Work hours in accordance with your employment type and the ACM Enterprise Agreement 2018.

#### **You demonstrate our values:**

- **Leadership** – courage and conviction.
- **Creativity** – a boundless imagination.
- **Care More** – a place for everybody.
- **Community** – working together.
- **Equity** – fairness & justice.