

Purchase to Pay System Support Officer

Position Detail

Reports To	Business Services Lead	Group	COO
Classification	ASA4	Location	Brisbane, Canberra, Melbourne or Sydney
Reports – Direct Total	0		

Organisational Environment

Airservices is a government-owned organisation providing safe, secure, efficient, and environmentally responsible services to the aviation industry.

Each year we manage over four million aircraft movements carrying more than 156 million passengers and provide air navigation services across 11 per cent of the world's airspace.

Airservices has two major operating centres in Melbourne and Brisbane and a corporate office in Canberra. We operate 29 air traffic towers at international and regional airports and provide aviation rescue fire-fighting services at 27 Australian airports.

We are committed to continuing to improve our business by providing our customers with services they value and embedding new ways of working and technology investments to further innovate and optimise.

Primary Purpose of Position

As a Purchase to Pay System Support Officer you will be responsible for supporting the organisation's Procurement Digital platform, iBuy underpinned by ARIBA. This includes providing support to key users within the organisation as well as external suppliers and to systems improvement activities.

This role will work collaboratively with all parts of the business to support the efficient and effective delivery of the Procurement and Contract Management processes.

Accountabilities and Responsibilities

Position Specific

- Act as the subject matter expert in the Guided Buying, Buying & Invoicing and Procure to Pay modules of ARIBA.

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Position Description

- Provide expert Level 1 functional and technical support for issues experienced by end users across the iBuy Guided Buying and Strategic Sourcing, playing a critical role in aiding the business in orders being placed and suppliers are paid in a timely manner.
- Support the organisation in the delivery of low value/low risk procurement activities.
- Develop effective relationships with key stakeholders and be seen as a trusted advisor on the direction of engagement activities.
- Liaise across a number of different business groups and cross-functional teams to support positive procurement outcomes.
- Support purchasing behaviour towards standardisation in accordance with Airservices policy and framework in the procuring of goods and services from preferred suppliers.
- Identify and assist in the development of different tools and techniques in pursuit of value for money for the organisation.
- Effectively collect, report and action internal feedback about suppliers on issues such as quality, timeliness, service and price.

People

- Maintain an effective working relationship with other Airservices staff to ensure that there is effective coordination of all activities in support of organisational objectives.
- Contribute to a high-performance team that has an emphasis on creating an accountable performance culture.
- Actively engage in stakeholder management, through effective and regular communication to promote increased engagement.

Compliance, Systems and Reporting

- Assist in the development and delivery of a range of ongoing Performance and Compliance reporting.
- Ensure the Procurement Framework process documentation and reporting requirements are followed.
- Adhere to all guides and procedures associated with iBuy Guided Buying and Strategic Sourcing.
- Take an ethical approach to all assisted purchasing activity.
- Escalate issues which may negatively impact upon the business.

Safety

- Demonstrate safety behaviours consistent with enterprise strategies

Key Performance Indicators

Efficient, Effective and Accountable

- Deliver support services on time, effectively and efficiently in alignment with the organisations procurement manual.
- Complete all mandated on-line training.
- Maintain effective working relationships with stakeholders and vendors.
- Manage issue resolution within specified timeframes.
- Deliver continuous improvements to ensure value for money
- Maintain relationships with the key stakeholders and business users.

Commercial

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Position Description

- Support the development and delivery of a range of ongoing performance and compliance reporting.

Safety

- Compliance with safety, risk, environmental and any other standards

Key Relationships

- Procurement Services Team
- Business department Leads and Heads
- Peers within the team
- Procurement, contract and purchasing business users throughout the business
- External suppliers

Skills, Competencies and Qualifications

- Basic/intermediate procurement and contracts experience
- Ability to understand and interpret procurement processes, manuals and procedures
- Stakeholder and relationship management skills.
- Perform technical and administrative activities required to support systems.
- Functional support (level 1), technical assistance and training to system users
- Identification and prioritisation of solution enhancements.
- An understanding of business process improvement practices
- Experience using ARIBA

Performance Standards and Behaviours

As a member of Airservices, you will consistently demonstrate performance standards and behaviours that meet our Code of Conduct. This includes:

- Treating everyone with dignity, respect, and courtesy
- Acting with honesty and integrity
- Acting ethically and with care and diligence
- Complying with all Airservices' policies and procedures, and applicable Australian laws
- Disclosing and taking reasonable steps to avoid any actual, potential, or perceived conflict of interest
- Behaving in a way that upholds our vision, mission, and values, and promotes the good reputation of Airservices.