



## ROLE DESCRIPTION

<b>Role Title:</b>	Principal Contract Manager
<b>Classification Code:</b>	ASO7
<b>LHN/ HN/ SAAS/ DHW:</b>	Department of Health and Wellbeing
<b>Division:</b>	Corporate and Systems Support Services
<b>Department/Section / Unit/ Ward:</b>	Procurement Supply Chain Management (PSCM)
<b>Role reports to:</b>	Manager Contract Management Goods & Materials
<b>Role Created/ Reviewed Date:</b>	May 2021/ June 2022
<b>Criminal and Relevant History Screening:</b>	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
<b>Immunisation Risk Category Requirements:</b>	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input checked="" type="checkbox"/> Category C (minimal patient contact)

## ROLE CONTEXT

### Primary Objective(s) of role:

The Principal Contract Manager is responsible for developing/improving, managing and monitoring contract management activities to ensure value for money is realised, contracts deliver the required outcomes and risks are appropriately managed across SA Health.

The key outcomes for this role are:

- > Strategies are executed that enable consistent and effective contract management across SA Health.
- > Contract management and negotiation strategies comply with SA Public Sector policy requirements and identify control measures to effectively manage SA Health's commercial risk.
- > High level contract management services and support are provided to stakeholders that facilitate value for money outcomes and the provision of agreed deliverables.

### Direct Reports:

- > Nil

### Key Relationships/ Interactions:

Internal

- > Procurement and Supply Chain Management managers and staff;
- > SA Health customers and Health Unit executive and management;
- > Key SA Health and SA Government network groups and procurement stakeholders;

External

- > SA Health supplier community; and
- > Other external providers.

**Challenges associated with Role:**

Major challenges currently associated with the role include:

- > The ability to understand a range of contracts and provide accurate and consistent contract management advice
- > Knowledge and application of a complex set of contractual documentation, payment mechanisms and performance measurements.
- > Maintaining sensitive working relationships with suppliers and foster effective communication and collaboration
- > Dealing with changing priorities and being able to adjust to the priorities of the team.
- > Understanding of the systems that support procurement e.g. Contract Management System, Oracle, Objective.

**Delegations:**

- > To be determined

**Key Result Area and Responsibilities**

Key Result Areas	Major Responsibilities
Strategic contract management	<ul style="list-style-type: none"> <li>&gt; Provide advice in relation to best practice contract management for services &amp;/or materials.</li> <li>&gt; Develop and implement specific contract management strategies in conjunction with key business stakeholders, including the development and review of regular reports on supply/service arrangements to key stakeholder groups including relevant committees and governance arrangements.</li> <li>&gt; Review of contract management documentation including proposed variations.</li> <li>&gt; Assess risks, establish mitigation strategies and controls, and monitor risks in relation to contract management particularly for complex contract across multiple sites.</li> <li>&gt; Implement and monitoring Key Performance Indicators (KPIs) and benchmarks in consultation with key stakeholders.</li> <li>&gt; Manage contract and provider/supplier performance including the resolution of issues and delivery performance (if applicable)</li> <li>&gt; Research and analyse information/data on usage and business needs of key strategic goods and services.</li> <li>&gt; Provide support and guidance to stakeholders, including implementation and ongoing review of contract management plans, management of contract reviews, and management of performance reviews, including re-negotiating contract terms.</li> <li>&gt; Create strategies to support supplier/provider development and to ensure optimal performance and capability.</li> <li>&gt; Work with the Principle Category Managers to maintain an understanding of the market and alternative suppliers to support benchmarking activities, contingency planning, areas for improvement and the development of competitive strategies.</li> <li>&gt; Manage and maintain business systems that support procurement and contract management processes; including Oracle, document management, reporting and contract management systems.</li> <li>&gt; Provide input and direction on sourcing activities based on operational requirements</li> </ul>

Quality Assurance and continuous improvement	<ul style="list-style-type: none"> <li>&gt; Develop and monitor consistent 'business rules' for the management of contract documentation and communications; and</li> <li>&gt; Ongoing review of the contract management framework;</li> <li>&gt; Ensuring contracts are in keeping with legislative requirements and are legally binding.</li> <li>&gt; Ensuring contracts contain evidence of supporting SA Health and Government policies</li> <li>&gt; Identify opportunities for improvement in both existing and future contracted service arrangements for SA Health.</li> </ul>
Relationship Management	<ul style="list-style-type: none"> <li>&gt; Establish and manage relationships with key suppliers and service providers.</li> <li>&gt; Establish and manage relationships with SA Health staff.</li> <li>&gt; Develop and manage stakeholder management plans that provide a structure for appropriate contract governance and ownership.</li> <li>&gt; Develop and maintain relationships with other SA Government agencies and interstate jurisdictions to identify sourcing and contract management opportunities.</li> <li>&gt; Develop and maintain communication plans for specific contracts.</li> <li>&gt; Communicate proactively with stakeholders and seeking feedback on procurement operations and services to ensure activities are conducted in accordance with applicable policies, guidelines etc.</li> <li>&gt; Educate and promote awareness of effective contract management practices.</li> </ul>
Manage a team	<ul style="list-style-type: none"> <li>&gt; Plan and prioritise workloads, communicating priorities and providing direction to staff.</li> <li>&gt; Manage the team to consistently deliver on-time and on-budget results.</li> <li>&gt; Make decisions based on an assessment of risk and business needs.</li> <li>&gt; Foster the development of staff through coaching and training staff to build their capacity.</li> <li>&gt; Manage the performance of staff by providing feedback and recognising and rewarding achievements.</li> <li>&gt; Manage staff in managing change initiatives across the Department.</li> <li>&gt; Manage staff in performing duties in a manner that reflects the values and ethical standards of the Procurement and Supply Chain Management Branch.</li> <li>&gt; Manage the attainment and maintenance of a work ethos that focuses on the achievement of identified program/service outcomes.</li> </ul>

## **Knowledge, Skills and Experience**

### **ESSENTIAL MINIMUM REQUIREMENTS**

#### **Educational/Vocational Qualifications:**

- > None

#### **Personal Abilities/Aptitudes/Skills:**

- > The ability to build credibility and rapport with senior stakeholders both within SA Health and outside, in such a way as to develop trust and cooperation. including the ability to design and execute stakeholder communication so that expectations are effectively managed.
- > The ability to lead and facilitate teams, including end-users, and secure co-operation from others, including stakeholders from other functional groups within SA Health whilst ensuring relevant probity requirements are met
- > The ability to design appropriate decision-making processes, so that choices are both transparent and defensible in retrospect including the ability to anticipate potential problems and to redesign processes and systems so as to minimise their reoccurrence

#### **Experience:**

- > Experience in reading and interpreting terms and conditions, in contract management and designing performance measurement mechanisms
- > Experience in developing and implementing change to address challenges within organisations and/or within supply markets

#### **Knowledge:**

- > Knowledge of contemporary contract management principles and methodologies, tools and techniques and of the principles of Australian Contract Law and their application to commercial contracting

### **DESIRABLE CHARACTERISTICS**

#### **Educational/Vocational Qualifications:**

- > An appropriate tertiary qualification in procurement, commerce, finance, economics, business management, law or equivalent

#### **Personal Abilities/Aptitudes/Skills:**

- > The ability to envision alternative solutions to existing problems and build stakeholder support for plans to adopt new and different approaches
- > Intermediate level in Microsoft Word, Excel and Powerpoint

#### **Experience:**

- > Experience in engaging with stakeholders with strong user preferences and advocating for variety reduction in a culture currently characterised by widespread diversity of user choice

#### **Knowledge:**

- > Knowledge of specific contract management tools, techniques and emerging processes

### Special Conditions:

- > It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided the a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- > For appointment in a Prescribed Position under the *Child Safety (Prohibited Persons) Act (2016)*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- > For 'Prescribed Positions' under the *Child Safety (Prohibited Persons) Act (2016)*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997 (Cth)*.
- > Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

### General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.
- > *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- > Meet immunisation requirements as outlined by the *Immunisation for Health Care Workers in South Australia Policy Directive*.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children and Young People (Safety) Act 2017 (SA)* 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > *Independent Commissioner Against Corruption Act 2012 (SA)*.
- > *Information Privacy Principles Instruction*.
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009*, *Health Care Act 2008* and the *SA Health (Health Care Act) Human Resources Manual*.
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- > Applying the principles of the *South Australian Government's Risk Management Policy* to work as appropriate.

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

### Performance Development:

The incumbent will be required to participate in the organisation's Performance Review and Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

#### **Handling of Official Information:**

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

#### **White Ribbon:**

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

#### **Resilience:**

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

## **Organisational Context**

### **Organisational Overview:**

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians.

### **Our Legal Entities:**

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Barossa Hills Fleurieu Local Health Network Inc., Eyre and far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern Local Health Network Inc. and SA Ambulance Service Inc.

## SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

## Health Network/ Division/ Department:

The Procurement and Supply Chain Management Service performs both a state-wide strategic leadership and operational role in sourcing, contract management, commercial advice, supply chain and logistics and fleet management to support the delivery of public health services in South Australia. With a large and diverse workforce the service provides specialist and critical functions to ensure SA Health can meet the objectives.

- > Setting and promoting the procurement and supply chain management and policy position for SA Health
- > Developing, implementing and maintaining procurement and supply chain management technology and systems of work
- > Identifying and leading reform projects to continually provide value for money and improve health care services
- > Building capacity within SA Health to effectively undertake procurement activities and manage provider and supplier contracts
- > Developing procurement strategies and leading tenders for large, complex and commercially/politically sensitive items which range from service arrangements with the not for profit sector, ICT goods and services, health consumables and equipment (e.g. biomedical) and other services
- > Developing contract management strategies and managing complex and critical contracts
- > Managing the procurement, storage, replenishment and distribution of items to public hospitals, dental clinics, pathology laboratories, ambulance stations and primary health care centres
- > Undertaking an emergency management role in supply chain and logistics
- > Managing SA Health's fleet of vehicles
- > Leading and participating in cross Agency and cross-jurisdictional initiatives

Procurement and Supply Chain Management supports the operations of the Product Standardisation Committee by providing executive office services, liaising with internal and external stakeholders in relation to product standardisation and undertaking primary evaluation of proposals and written reports for the Committee on new products and product standardisation initiative.

## Values

### SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

### Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics and contribute to a culture of integrity within SA Health.

*The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.*

## Approvals

### Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

**Name:**

**Role Title:**

**Signature:**

**Date:**

## Role Acceptance

### Incumbent Acceptance

I have read and understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined within this document.

**Name:**

**Signature:**

**Date:**

### Version control and change history

Version	Date from	Date to	Amendment
V1	10/02/17	09/04/17	Original version.
V2	10/04/17	04/07/17	Safety & Quality statement in General Requirements.
V3	04/07/17	10/07/2018	Minor formatting with order of information amended.
V4	11/07/2018	26/03/2019	Updated legal entities for Minister and Department title on Page 7. Updated Immunisation Guidelines to Policy Directive under general requirements.
V5	27/03/2019	04/06/2019	Added categories for immunisation requirements on front page.
V6	05/06/2019	25/06/2019	Updated changes to the Criminal Relevant History and Screening.
V7	26/09/2019	9/6/2020	Updated legal entities to include new regional LHN's.
V8	10/6/2020		Update Risk Management Statement
V9	20/06/2022		Updated Role Reports To and Direct Reports, added a statement in the Code of Ethics section