



## ROLE DESCRIPTION

<b>Role Title:</b>	Administration Officer
<b>Classification Code:</b>	ASO3
<b>LHN/ HN/ SAAS/ DHW:</b>	DHW
<b>Hospital/ Service/ Cluster:</b>	Procurement Services, IT & Equipment
<b>Division:</b>	Corporate Services
<b>Department/Section / Unit/ Ward:</b>	Procurement and Supply Chain Management (PSCM)
<b>Role reports to:</b>	Principal Category Manager (Various)
<b>Role Created/ Reviewed Date:</b>	June 2019 / May 2024
<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 Administration Officer is responsible for providing administrative assistance to the manager and providing administrative support in sourcing and contract management activities to ensure value for money is realised, contracts deliver the required outcomes and risks are appropriately managed across SA Health through the procurement process.

These duties include:

- > Providing administrative support services that responds to the requirements of the manager and the wider team.
- > Provide day to day transactional activities through the provision of critical administrative support services across a broad variety of PSCM activities.
- > Processing highly confidential administrative paperwork/information/advice, for both internal and external stakeholders/customers, ensuring it is provided in an accurate, timely and efficient manner.

### Direct Reports:

- > None

**Key Relationships/ Interactions:**Internal

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

External

- > SA Health suppliers
- > Other external providers

**Challenges associated with Role:**

Major challenges currently associated with the role include:

- > The ability to understand multiple procurement scenarios and provide accurate and consistent procurement advice
- > Dealing with changing priorities and being able to adjust to the priorities of the team.
- > Understanding of the systems that support procurement e.g. Procurement and Contract Management System (PCMS), Oracle, Objective

**Delegations:**

- > None

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Administrative Support Services	<ul style="list-style-type: none"> <li>&gt; Providing administrative support and assistance to coordinate a broad variety of tasks including diary management and correspondence monitoring.</li> <li>&gt; Collating and providing appropriate documentation to the Assistant Director in relation to attendance of meetings, specifically for steering, liaison and evaluation committees.</li> <li>&gt; Provide an Agenda and Minute taking function in meetings as required.</li> <li>&gt; Undertake appropriate ordering and verification of invoices to ensure the smooth operations of the team,</li> <li>&gt; Coordinating and undertaking the processing of specific administrative duties with a high degree of accuracy and meeting tight timeframes.</li> <li>&gt; Maintaining highly confidential filing and records management systems.</li> <li>&gt; Liaising with managers and staff on various corporate administrative matters.</li> <li>&gt; Maintain administrative operations and entries into business systems that support procurement and contract management processes, including Oracle, Basware and the Procurement Contract Management System (PCMS).</li> <li>&gt; May be expected to work in other ASO3 roles within the Directorate.</li> </ul>
Sourcing Arrangements and Category Management Support Services	<ul style="list-style-type: none"> <li>&gt; Provide administrative support in the preparation of acquisition, tender, evaluation, risk management, negotiation, contracts, and contract management plans and documentation.</li> <li>&gt; Provide administrative support in the evaluation of offers and participating in negotiations with internal and external stakeholders.</li> <li>&gt; Support the development and timely execution of contracts.</li> <li>&gt; Assist with the establishment and review of contracts in a timely manner.</li> <li>&gt; Assist in the preparation of regular reports on supply arrangements.</li> <li>&gt; Assist in the preparation of contract management plans, contract reviews, and performance reviews, including participating as part of a team to re- negotiate contract terms.</li> <li>&gt; Undertake a range of administration tasks to support the implementation of supplier relationship and provider strategies.</li> </ul>
Relationship Management	<ul style="list-style-type: none"> <li>&gt; Establishing and maintaining relationships with key stakeholders across PSCM.</li> <li>&gt; Ongoing communication with other SA Health Units in relation to administrative matters.</li> <li>&gt; Developing and maintaining relationships with other SA Government agencies and external stakeholders.</li> <li>&gt; Proactively communicating with stakeholders and seeking sensitive and confidential information when required to process administrative processes.</li> <li>&gt; Liaising with all PSCM staff to ensure the effective and appropriate responses to their requests. Assist with the implementation and maintenance of stakeholder management plans to ensure appropriate contract governance and ownership.</li> <li>&gt; Promote awareness of effective category management practices.</li> <li>&gt; Maintain workflow and business rules for category management activities.</li> <li>&gt; Developing and maintaining a culture of quality and timely customer service.</li> <li>&gt; Ensuring customer service standards, requests and satisfaction are</li> </ul>

	<p>monitored, analysed and reported, and continuous improvement strategies are implemented.</p> <p>&gt;</p>
Team Performance	<ul style="list-style-type: none"> <li>&gt; Support other team members and undertaking other duties as necessary to meet team objectives.</li> <li>&gt; Perform duties in a manner that reflects the values and ethical standards of the Procurement and Supply Chain Management Branch.</li> <li>&gt; Contribute to a work ethos that focuses on the achievement of identified program/service outcomes.</li> </ul>
Contribute to Continuous Quality Improvement	<ul style="list-style-type: none"> <li>&gt; Assisting with developing and establishing of key performance indicators for all critical activities relevant to the area of responsibility in accordance with the quality evaluation program.</li> <li>&gt; Assisting in the identification, establishment and review of corporate and departmental performance standards and outcomes.</li> <li>&gt; Identify areas requiring improvement, making recommendations for change ensuring a high standard of service delivery and assisting in the implementation.</li> </ul>

## **Knowledge, Skills and Experience**

### **ESSENTIAL MINIMUM REQUIREMENTS**

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

- > None

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

- > Ability to anticipate potential problems and to contribute to workable solutions to existing problems
- > Ability to communicate clearly in writing, particularly drafting business communication such as emails, reports, letters and technical documentation, whilst complying with relevant probity requirements.
- > Ability to communicate verbally in a clear and succinct way and be able to build rapport with others in the work environment, to help develop trust and cooperation

#### **Experience:**

- > Experience working with others in a team environment to achieve successful outcomes.
- > Experience in dealing with confidential information and managing disclosure of sensitive information in a commercial context and/or a politically sensitive environment
- > Demonstrated customer service experience characterised by identifying customer needs, and providing quality, timely services in either a public or private sector environment.
- > Experience in managing multiple priorities and making choices about time allocation whilst maintaining customer satisfaction

#### **Knowledge:**

- > Knowledge of the procurement process and how it contributes to organisational goals
- > Sound knowledge of records management systems and administrative processes and procedures.

### **DESIRABLE CHARACTERISTICS**

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

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

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

- > The ability to influence stakeholders in the procurement processes face-to-face, and indirectly, whether through verbal or written communication
- > The ability to prioritise and manage multiple tasks simultaneously, so that project milestones are achieved
- > The ability proactively to initiate stakeholder communication so that expectations are effectively managed

#### **Experience:**

- > Experience of the procurement life cycle including in assembling procurement documentation, and applying standard templates to specific situations

#### **Knowledge:**

- > Knowledge of the principles, practices and Government policies associated with category management and procurement

### 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)* maintaining your own health and safety and not place others at risk and comply with any reasonable instruction that is given to allow SA Health to comply with the WHS Act, 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 its 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 initiatives.

## 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
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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		Updated changes to the Criminal Relevant History and Screening
V7	28/07/2020		Updated legal entities to include new regional LHN's
V8	10/06/2020	03/05/2021	Update Risk Management Statement
V9	04/05/21		Inclusion of integrity statement under Code of Ethics on Page 6
V10	17/06/2022		Minor formatting amendments and updated Role Reports to. Added a statement under the Code of Ethics section. Updated the Division section.