

	Position description
Position title	Senior advisor – contract and procurement
Fixed term contract or EBA	Fixed term contract
Status	Fixed term contract
Classification and remuneration (remuneration EBA only)	Non EBA
Hours of work	38.0 hours per week / 5 days
Region	North
Primary location	Fawkner
Date PD adopted	December 2018

1. Organisational environment

At The Greater Metropolitan Cemeteries Trust (GMCT) we believe in caring for our communities with dignity and compassion. Each year, we help more than 12,500 families, of all cultures and faiths, to plan and prepare for funeral, cremation, interment and memorial services.

GMCT is custodian of 21 cemeteries (including two greenfield sites) and memorial parks which are maintained in perpetuity, giving our families, communities and future generations peace of mind. We are committed to maintaining these beautiful, restful and sustainable places to preserve and protect the memories and history they hold.

GMCT is comprised of three regions (north, east and west). Corporate functions and administration are conducted from the head office, located at Fawkner Memorial Park. The organisation employs approximately 200 staff. We recognise that our industry sector is not immune to change, and is being shaped by a number of trends. We are in a strong position to respond to these trends but require a workforce that is agile, resilient and up for change and innovation.

Our vision

Lasting memories, peaceful places

Our mission

We provide the final care for your loved ones, with dignity and kindness. We respect all peoples, our heritage, our communities and the environment.

2. GMCT Strategic Plan 2017 - 2022

Our 2017-2022 strategic theme – '*stepping up and reaching beyond*' - serves to articulate a commitment to our team and our stakeholders, to ensure we consistently strive to deliver beyond expectations, challenge perceptions of the industry, improve our service offering, and work with our communities. Our aspirational road map for the next five years will see GMCT focus on four fundamental pillars

- **Community connections** – we will lead and nurture strong connections with the communities we serve
- **Lasting stewardship** – we are stewards of the community assets we care for now and in perpetuity
- **Operational excellence** – our people will strive for excellence in everything we do, facilitated by innovative and effective technology, systems and processes
- **Change ready agility** – our culture is brave, innovative and collaborative, and aligns with our corporate values and strategic goals

These priority areas will underpin and inform initiatives and decision making over the next five years and ensure we are focused, transparent and accountable, while also allowing GMCT room to respond to new opportunities, challenges and changing needs and expectations.

3. Organisational context

As depicted below, GMCT currently includes 21 cemetery sites across metropolitan Victoria, and may acquire new cemeteries from time to time

- | | |
|-------------------------------|--|
| 1. Altona Memorial Park | 12. Northcote Cemetery |
| 2. Andersons Creek Cemetery | 13. Northern Memorial Park |
| 3. Burwood Cemetery | 14. Preston Cemetery |
| 4. Coburg Pine Ridge Cemetery | 15. Templestowe Cemetery |
| 5. Emerald Cemetery | 16. Truganina Cemetery |
| 6. Fawkner Memorial Park | 17. Werribee Cemetery |
| 7. Footscray Cemetery | 18. Williamstown Cemetery |
| 8. Healesville Cemetery | 19. Yarra Glen Cemetery |
| 9. Keilor Cemetery | 20. Plenty Valley – Yan Yean (greenfield site) |
| 10. Lilydale Lawn Cemetery | 21. Harkness (greenfield site) |
| 11. Lilydale Memorial Park | |

4. Professional standards

Our values

At the heart of our strategic plan remain our organisational values. GMCT values inform everything we do and provide the framework for how we conduct our business and how each person goes about their work, regardless of their role in the organisation.

Our values are a description of the way we see the world and what is most important to us. They are the basic principles that will guide and shape the way we think and act. This includes the way we provide services to our customers, the way we treat each other within the organisation and the way we relate to the wider community.

Our values are

Compassion

A staff member who demonstrates the GMCT value of compassion will

- try to see the situation from the other person's point of view
- respond with sensitivity and kindness to our customers, members of the community and our colleagues
- demonstrate willingness to provide help and support.

Respect

A staff member who demonstrates the GMCT value of respect will

- show appreciation for the contribution of others
- seek to understand the priorities and needs of others
- provide high quality service
- demonstrate a 'can do' attitude.

Sustainability

A staff member who demonstrates the GMCT value of sustainability will

- portray a positive image of the organisation to build reputation, even when things are difficult
- use the organisation's resources efficiently
- demonstrate concern for our environment
- identify better and innovative ways of doing things.

Integrity

A staff member who demonstrates the GMCT value of integrity will

- communicate openly and honestly
- meet commitments to others and do what they say they will do
- deliver services in a professional manner
- accept responsibility for their own decisions and actions even when they make a mistake.

5. Position organisational relationships

Accountable to:	Procurement manager
Supervises:	NIL
Internal liaisons:	GMCT Trust GMCT trust sub committees Chief executive officer Chief financial officer Leadership group Supervisors & staff
External liaisons:	Department of health & human services Other state government departments Auditor general's officer Internal & external auditors Industrial associations Suppliers

6. Position context

The Senior advisor – contract and procurement will be accountable for the following:

The primary objective of this position is to provide procurement and contract support services to the organisation in relation to the broad range of goods and services, from construction to consulting services that are acquired using competitive processes.

The position co-ordinates the end-to-end tender processes, prepares associated contract documentation and ensures adherence by staff to GMCT's procurement and contracting policies and procedures.

Liaison with other GMCT departments and the provision of advice to these departments on contract and procurement management will be feature of the position.

7. Position objectives

The senior advisor – contract and procurement role will provide a lead business partnering role to GMCT and is a key advisor to the Chief Financial Officer and plays a pivotal role in the achievement of the strategic procurement objectives of the organisation.

The senior advisor – contract and procurement will provide specific analytical assessment and commercial advice to assist in transacting strategic purchases, on behalf of all departments. This process is to ensure that products / services delivered are cost efficient, of a high quality, meet business requirements and in accordance with market leading best practices.

A key focus is to be continuous improvement and to mitigate significant business issues to contribute to the GMCT's continued success.

8. Key responsibilities

The senior advisor – contract and procurement is responsible for:

- providing expert advice on and assistance with undertaking procurements of all levels.
- active involvement and support to all functions within procurement
- review of the specifications and other procurement/preferred supplier documents in relation to achieving the delivery outcomes, specified by the businesses
- assist in the establishment/maintenance of an up-to-date contract and procurement register
- review and assistance with the development of specifications, tender response requirements and associated schedules, tender information and conditions of tendering, and advice regarding the use of appropriate conditions of contract
- provide advice regarding the development of evaluation plans, including evaluation criteria and recommendation of the appropriate evaluation methodology etc.
- provide advice to the tender evaluation panel in preparation of evaluation reports to ensure that a high level of probity is maintained throughout the evaluation process
- provide advice and support on conducting procurement debrief meetings with unsuccessful tenderers when required
- contribute to the strategic direction of the organisation by actively participating in the identification, formulation, development and implementation of organisational policies, procedures and guidelines applicable to procurement, contracts and business management practices.
- preparation of contract documents
- review of third party contract documents and advice to relevant staff members on level of adequacy
- provision of accurate and informed routine advice on contract interpretation and processes associated with contract management
- assist in the development of a comprehensive program of the implementation of GMCT's planned preferred supplier process
- build staff capability by supporting them to improve their management of contracts and procurements and management of commercial issues in projects
- assist with training and information resources and activities
- data and records management for contract and procurement
- promote, build and maintain good communication and working relations
- facilitate and support ongoing cultural change within the organisation.

9. Key capabilities

Essential capabilities	
Capability	Proficiency level
Profession-Specific – knowledge, skills and experience that are required for non-industry professions	Advanced

- Highly developed knowledge, understanding and application of this capability
- Can apply knowledge outside the scope of own role
- Is able to coach or teach others on this capability
- Has a long-term perspective
- Helps develop materials and resources in this capability area

Capability	Proficiency level
Collaboration – builds and maintains positive relationships to enhance productivity and increase customer satisfaction	Advanced
<ul style="list-style-type: none"> • Builds and maintains positive, productive relationships with each key internal and external stakeholders • Partners with relevant internal and external stakeholders and teams to achieve individual and team outcomes • Adopts an inclusive approach to collaboration and teamwork • Proactively seeks out teamwork opportunities to deliver outcomes that enhance the customer experience • Participates in networking and/or community forums beyond immediate requirements of own role 	
Capability	Proficiency level
Communicating with Influence – engage and inspires others through clear, timely, accurate and persuasive communication	Intermediate
<ul style="list-style-type: none"> • Tailors communications to suit the audience • Uses a range of influencing techniques to build support • Supports messages with relevant examples, evidence, demonstrations and stories • Communicates issues clearly and credibly with different audiences • Handles challenging questions confidently and constructively • Shows courage to raise difficult issues 	
Capability	Proficiency level
Innovation – actively seeks out ways to create and take advantage of opportunities to improve business performance and the customer experience	Advanced
<ul style="list-style-type: none"> • Takes a broad view when analysing complex and ambiguous situations • Recognises patterns and draws linkages between ambiguous data or situations • Reads the situation well and knows when to allow time to work through complexity and when to move quickly on decisions or solutions • Uses innovative thinking during decision making and planning, by applying learning from industry research and/or knowledge and experience gained from working outside of GMCT • Plans for the future whilst balancing the need to be agile today • Adopts an open-minded approach to maximise opportunities whilst minimising and mitigating risk • Encourages and supports team to take measured risks to implement new initiatives and approaches to deliver growth 	

<ul style="list-style-type: none"> • Coaches and develops the innovative thinking and approach in others • Creates a supportive environment for generating and testing creative and innovative ideas 	
Capability	Proficiency level
Leadership – Provides direction and purpose, and empowers, motivates and inspires others to achieve their potential/	Advanced
<ul style="list-style-type: none"> • Actively leads team to high performance through coaching, mentoring and development activities • Inspires others by setting and clearly communicating strategy to drive team members to achieve personal and team objectives • Allocates resources and delegates tasks / projects in a way that supports and stretches team members to achieve desired individual and team outcomes • Rewards and recognises team and individual successes • Motivates team members by linking individual and team work to the achievement of GMCT objectives • Empowers team members to develop their capability and careers • Demonstrates courage by taking on tough challenges and leading through change • Coaches others to be leaders • Adapts leadership style to get the most out of individuals and teams • Models GMCT Values, and creates an environment of excitement and energy that drives high performance • 	
Capability	Proficiency level
Accountability & results focus – plans effectively and takes accountability for behaviour and results	Advanced
<ul style="list-style-type: none"> • Articulates the what, why, how and when of the GMCT strategy to helps others to understand it • Develops team objectives, roles and responsibilities in line with overall GMCT objectives, and with clear timelines and measures of success • Supports team to plan, manage and prioritise workloads to effectively and consistently deliver on individual and team objectives to expected standards and in the right way at the right time • Drives a culture of high performance within team • Develops plans according to customer/stakeholder requirements and GMCT context, and effects the key drivers that deliver on the strategic objectives • Regularly reviews plans and performance, and revises according to risks or impacts • Communicates regularly with team members regarding GMCT progress and updates, and ensures all team members understand the impact of their role and responsibilities on the broader business • Holds team to account for their behaviour and results • Role models accountability, and accepts / owns the responsibility for decisions, actions and behaviour of self and team • 	

Preferable capabilities

Capability	Proficiency level
Choose four (4) preferable capabilities	
Change Agility & Resilience – maintains composure and focus under pressure and quickly adapts to change	Intermediate
<ul style="list-style-type: none"> • Identifies and addresses resistance to change • Supports other team members during time of change • Communicates key information and wider reasons for change • Gains support and generates enthusiasm for change • Recognises when to ask for support when face with challenges • Remains calm and engaged under pressure • Consistently demonstrates emotional self-management • 	
Capability	Proficiency level
Customer Experience – delights our customers by delivering respectful and dignified experiences and services	Advanced
<ul style="list-style-type: none"> • Considers broader purpose and the long-term relationship with the customer when providing advice • Continually drives self and team to increase customer satisfaction • Identifies and builds relationships with external stakeholders (eg. Funeral directors) in order to provide a more seamless, transparent and valued customer experience • Shares knowledge and coaches others in the provision of safe, seamless, consistent and reliable customer service, sales, and valued advice • Encourages and supports team to think differently about how to respond to customer needs • 	
Capability	Proficiency level
Operational Excellence – drives and supports improvements in operations that enhance productivity efficiency and effectiveness whilst maintaining safety and minimise risk	Advanced
<ul style="list-style-type: none"> • Maintains collaborative cross-functional relationships to support continuous improvement across GMCT • Builds and maintains positive relationships with external stakeholders (eg. Funeral directors) to enhance efficiencies when escalating issues and working collaboratively on process improvements • Continually searches for ways to improve efficiency, effectiveness in own role/team and across directorate • Creates a team environment where ideas can be heard and explored • Coaches and supports others to find and explore ways of improve efficiency, effectiveness and productivity whilst maintaining safety and minimising risk 	

Capability	Proficiency level
Emotional Intelligence – identifies, controls and appropriately expresses emotions of self, and manages the emotions of others with empathy and respect	Intermediate
<ul style="list-style-type: none"> • Describes own feelings in a way that is sensitive to the feelings of others • Listens with presence and empathy • Consistently demonstrates emotional self-management and self-regulation • Recognises others’ non-verbal emotional cues (eg. Body language) • Captures information and insights on the emotional needs of customers, and shares these with team/manager to inform decision making regarding the customer experience • Shares emotions appropriately with team to support an environment where it is safe to express and manage emotions • Adjusts own behaviour to meet the emotional needs of internal and external customers • Supports and manages the emotional state of customers in order to clarify and meet their needs • Balances the day-to-day operational requirements of the role with meeting the emotional needs of customers Highly developed knowledge, understanding and application of this capability 	

10. Corporate involvement

GMCT is a values-based organisation and seeks to cultivate a culture founded on quality of service delivery, responsiveness, collaboration and respect for others. It is an environment that requires all team members to maintain high standards of work.

All GMCT employees are required to

- Maintain the highest standards of integrity and behaviour in line with GMCT Values and Code of Conduct.
- Uphold and enhance the reputation of GMCT.
- Participate in the development and review of organisational initiatives and assist in the delivery of organisational goals.
- Participate in regular performance management planning and review processes with immediate manager.
- Undertake identified training and development activities/programmes.
- Provide regular and /or ad-hoc reports to immediate manager when required in an agreed format for the purpose of monthly supervision, team meetings and six monthly and annual individual development reviews.
- Attend regional and team meetings as required.
- Maintain confidentiality at all times.
- Comply with all GMCT policies and procedures.
- Understand and adhere to all OH&S policy, legislation, regulation, risk management strategy, policy and procedure.

- Be responsible for effective risk management including incident reporting, and ensuring that management is aware of risks associated with business operations.
- Assist their manager in the identification, development and maintenance of the health and safety improvement action plan.
- Develop agreed and measurable success measures to support the health and safety management action plan and health and safety management strategy.
- Assist their manager in the input of risks, hazards or environmental risks into the risk register database.
- Implement hazard management practices in their daily activities.
- Report any injury, illness, asset or financial losses, hazard and near miss incidents to their manager/supervisor within 24 hours of detection in accordance with GMCT procedures.
- Comply with health and safety practices in accordance with the OH&S Regulations 2007, Victorian WorkCover Authority Codes of Practice and GMCT Safety Management Plan 2014.
- Comply with all other Commonwealth and State legislation relevant to the organisation.
- Undertake other duties as directed by immediate manager not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

11. Key selection criteria

Applicants must address the following criteria in writing to be considered for this position.

All selection criteria are essential unless marked as 'desirable'.

Qualifications and experience

- Bachelor's Degree in related field
- professional association membership
- 15+ years' experience in procurement related positions
- sound knowledge and practical experience within the public / private sector for procurement
- practical and successful project delivery experience
- proficient in Microsoft excel
- current driver's licence
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Skills / abilities

Other requirements

- strong listening skills
- thrive in a high-pressured and urgent environment
- strong work ethic
- focused, committed, responsible and accountable
- determination and persistence
- ability to work in harmony with co-workers
- eager and willing to add to knowledge base and skills
- problem solving skills and initiative
- ability to work professionally to meet the GMCT's best interests.

Technical skills

- strong financial modelling capability
- experience and ability to use multiple finance related systems
- proficient in the suite of Microsoft products – Excel, Word PowerPoint etc

[If you require assistance completing the 'Relevant Physical Requirements table below, please contact HR.

Relevant physical requirements

Requirements	Frequency of occurrence (check box where appropriate)				Comments
	Rarely 0% to 5%	Occasionally 6% to 33%	Frequently 34% to	Regularly 67%-100%	
Weights and forces					
Lifting from floor to waist (<5 kg per item)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Lifting at waist height (<5 kg per item)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Lifting waist to above shoulder (<5 kg per item)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Carrying	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Pushing (trolley weighing up to 50kg)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pulling (trolley weighing up to 50kg)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Moving equipment and/or furniture	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Holding or supporting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Above shoulder	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Whole body and lower limb movement					
Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Sitting - at desk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Sitting - vehicle	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Walking - whilst carrying	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Walking - on uneven ground	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Climbing - stairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Climbing - ladders	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Driving - passenger vehicle	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Computer - desktop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Computer - laptop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Squatting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Kneeling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Upper body and upper limb movement					

Reach - forward (>30cm from body)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Reach - side (>30cm from body)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Reach - above shoulder	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Gripping or grabbing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Bending neck - looking up	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bending neck - looking down	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Rotating neck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Requirements	Frequency of Occurrence				Comments
	Rarely 0% to 5%	Occasionally 6% to 33%	Frequently 34% to 66%	Regularly 67%-100%	
Bending spine - forward	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Bending spine - backward	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Twisting spine to side	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Writing with pen or pencil	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Typing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Sensory					
Hearing - holding direct conversation and telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Hearing - alarms , signals, disturbance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Visual - read printed material, signage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Visual - read computer screens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Visual - driving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Other					

I have read and understood the requirements of this role

Employee

Signature

Print name

Date

Manager

Signature

Print name

Date

