

Position Description

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| Title | <i>Manager Supply, Contracts & Procurement</i> | Position Reports to | Executive Director Finance & Corporate Services |
| Classification | HS6 | Employment Status | Full time |
| Enterprise Agreement | Victorian Public Health Sector (Health Professionals, Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement. | | |

As Australia's only specialist eye, ear, nose and throat hospital, The Royal Victorian Eye and Ear Hospital's (the Eye and Ear) has been providing care for the senses for 150 years. The Eye and Ear has over 50 different outpatient clinics for the diagnosis, monitoring and treatment of vision and hearing loss and provides a 24-hour emergency eye and ear, nose, and throat service. The Eye and Ear provides care annually for around 250,000 patients, with over 200,000 outpatients, nearly 40,000 emergency patients and over 14,000 inpatients.

Vision Mission And Values

The Eye and Ear is a world leader providing exceptional care. We aspire to be the world's leading eye and ear health service through; outstanding patient experience; exemplary leadership; inspiring our people and building a platform for the future. Our values of **Integrity, Care, Excellence** and **Innovation** are at the core of everything we do.

- **INTEGRITY** We act ethically, accept personal accountability, communicate openly and honestly and treat everyone with trust and respect
- **CARE** We treat patients with respect, are compassionate, thoughtful and responsive to their needs and sensitive to diversity
- **TEAMWORK** We communicate openly, respect diversity of views and skills and work effectively with partners and in multi-disciplinary teams to deliver the best outcomes for patients
- **EXCELLENCE** We give our personal best at all times, deliver exemplary customer service, monitor performance and seek leading edge ways to improve it

Please read our full Strategic Plan here:

https://www.eyearandear.org.au/page/About_Us/Our_Publications_and_DVDs/

The Eye and Ear is an equal opportunity employer and is committed to providing a work environment that is free from harassment or discrimination and promotes inclusion, equity, diversity and cultural awareness in the workplace. The Eye and Ear is a smoke free environment.

Position Summary:

The Manager of Supply, Contracts & Procurement is responsible for providing strategic oversight and leadership of the hospital's procurement, supply chain, and environmental sustainability frameworks. This includes developing and maintaining a robust procurement framework aligned with HealthShare Victoria's purchasing policies, relevant legislation, and Victorian Government procurement directions, including modern slavery, social, and construction procurement requirements.

The role provides subject matter expertise in procurement and contract management, overseeing hospital-wide procurement activities including capital equipment, medical and general consumables (excluding Pharmacy). It ensures value for money and compliance through fair and transparent tender processes. The role also leads contract governance, supports the establishment and management of contracts, and maintains oversight of the central contract register. Depending on internal capacity, this may involve coordinating internal resources or engaging external support. Additionally, it facilitates procurement requisitions and purchase orders, driving continuous improvement initiatives across the organisation.

The role also leads the hospital's inventory management and logistics operations, ensuring efficient stock control, timely replenishment, and accurate distribution of goods to clinical and operational areas. Oversight of stores functions and coordination with departments ensures goods are delivered on time and in full. A key aspect of this role involves working closely with clinicians, recognising that inventory directly supports their responsibilities and patient care need

The role also coordinates the hospital's environmental and sustainability initiatives, including monitoring and reporting on recycling and waste outputs in alignment with the Environmental Management Plan (EMP).

Key Responsibilities / Performance Outcomes:

Note: This role operates within a small team, requiring hands-on leadership and prioritization across procurement, logistics, contracts, and sustainability functions.

1. Work within an ethically and legally sound framework. Ensure responsibilities are undertaken in accordance with the Eye and Ear policies and procedures, Code of Conduct and applicable legislation.
2. Information Technology (IT) skills that are commensurate with the requirements of the role.
3. Support departments across the Hospital in managing their own contracts by providing guidance, tools, and advice to help monitor performance and ensure compliance. Assist stakeholders in identifying risks and planning timely interventions, particularly in relation to contract expiry, renewal, or performance issues, while maintaining oversight of central contract governance.
4. Build and maintain strong working relationships with internal stakeholders to ensure procurement activities support clinical and operational needs. Use regular, informal engagement and feedback to identify opportunities for improvement and ensure procurement decisions are well-informed and collaborative.
5. Proactively liaise with HealthShare Victoria (HSV) to ensure the hospitals clinical and operational needs are clearly represented and considered in HSV-led procurement activities. Represent

Hospital in HSV forums and discussions, advocating for inclusion of Hospital priorities in statewide procurement planning and decision-making.

Procurement & Contracts

6. Monitor directions and ensure compliance of HealthShare Victoria (HSV) and/or Victorian Government on matters relating to procurement, waste and sustainability.
7. Ensure any new policy or frameworks for procuring goods and services are introduced and clearly articulated for legislative requirements.
8. Ensure oversight of procurement activities to achieve best value for money, taking into account:
 - Total benefits and costs over the lifecycle of goods and services or works.
 - Environmental, social and economic factors; and
 - Associated procurement risks.
9. Ensure probity requirements are in place, and these comply with HealthShare Victoria and Victorian Government requirements.
10. Oversee and support the development of processes for managing the supply of goods and services (excluding Pharmaceuticals), including identifying future purchasing requirements and guiding tendering activities.
11. Understand the Hospital delegation of authority to ensure the appropriate segregation of duties are upheld for all procurement activities and meets the probity requirements of the Hospital and HSV purchasing policies
12. Provide oversight and guidance for the development of detailed procurement plans for complex activities, ensuring probity is maintained throughout the procurement lifecycle.
13. Ensure the Procurement and Contract team implements and maintains organisational tendering, purchasing, and contract management processes in compliance with internal policies and external audit requirement
14. Oversee the procurement and contract team in managing contract activities, including supplier relationship management, maintenance of the central contract register, and ensuring Hospital Managers are informed of contract status and remaining terms.

Supply Chain & Inventory Management

15. Support departments in forecasting demand and managing inventory levels (including consigned stock and substitutes) by providing guidance, tools, and oversight, while working with HSV to mitigate supply risks and maintain continuity of operations.
16. Provide operational oversight and support to the Storesperson, ensuring inventory is receipted, stored, and distributed accurately and efficiently in alignment with hospital procedures and departmental needs.
17. Oversee the Supply Purchasing Officer, ensuring requisitions are accurately processed in the workplace system, purchase orders are raised to suppliers, invoices are receipted appropriately, and goods are delivered in a timely and efficient manner to meet hospital-wide operational needs.
18. Act as the key liaison between the Hospital and HealthShare Victoria for supply related matters, ensuring local needs are communicated and considered in HSV managed inventory and supplier activities.

19. Oversee and support the management of the automated supply stations for medical consumables, including inventory imprest management.
20. Participate in the hospitals Product Evaluation Committee, documenting trials of new products and equipment to ensure risks are effectively managed.

Contract Management

21. Manage and monitor the performance of specific outsourced support services, ensuring service delivery aligns with contractual obligations, agreed procedures, and local operational requirements. These services include:
 - Supply, Logistics and Distribution
 - i. HealthShare Victoria
 - Hospital Support Services including:
 - i. Cleaning, distribution & ward support.
 - ii. Patient & staff food services, including catering, vending and Café lease.
 - iii. Gardens & grounds.
 - iv. Water coolers.
 - v. Pest control.
 - vi. Car parking; and
 - vii. Other support services as identified from time to time.
22. Monitor contractor performance against established Service Level Agreements (SLAs) and Key Performance Indicators (KPIs), through regular meetings, audits and reporting.
23. Oversee variations to these contracts, including negotiation of price variances and changes to these services.
24. Monitor the financial performance of outsourced services against approved budgets, including reviewing and acquitting costs, and approving or recommending invoice payments as appropriate, and
25. Report relevant audit results to Executive Committee as required.

Environmental Sustainability

26. Coordinate the hospital's waste removal and recycling services.
27. Provides advice, direction and guidance to stakeholders on sustainability programs with specific reference to contractual, commercial and risk implications.
28. Support and maintain the Environment Management Plan (EMP)
29. Gather environmental data that supports the Victorian Government Environmental data platform, use this data for annual reporting.

Asset Management Framework

30. Understand the Hospitals Asset Management Framework, where relevant provide support and advice for the procurement and disposal of Assets as outlined in Framework,

31. If required support the disposal/sale of obsolete equipment and make sure it aligns with hospital delegations, HSV and VGPB policies.

Participation in Hospital committees, as required.

32. Participate as required in Hospital emergency response procedures.

33. Member of the following committees:

- Product & Equipment Evaluation Committee,
- Sustainability Committee
- Health, Safety and Environment Management Committee.

Quality, Patient Safety And Risk Management

Ensure that the Eye and Ear Quality Clinical Governance Framework ([Link](#)) is in place with systems to ensure that the patient/consumer have a safe, high quality person-centred experience / care. This involves:

- Ongoing measurement of safety, risk management and quality performance, taking action in response to identified issues and establishing a culture of improvement.
- Facilitating consumer participation in safety and quality activities.
- Leading and / or contribute in gathering required evidence and participation in other activities required for accreditation reviews.
- Facilitation of the annual performance development cycle for all employees' staff within area of responsibility.
- Actively participating in an annual individual performance development plan that determines and evaluates key responsibilities, strategies and performance indicators, in line with the Eye and Ear's Strategic Plan.
- Managing rosters and leave in an equitable way that promotes staff to take leave and manage accruals in line with the organisations' standards.
- Facilitate relevant training to maintain an effective workforce.
- Ensuring that there is financial responsibility and accountability, including appropriate use of hospital resources across the functions under the positions control.
- Developing and monitoring financial strategies that will ensure budgetary targets and key performance indicators are met.
- Working within and ensuring staff are compliant with the Eye and Ear Data Accountability Framework ([link](#)).

Occupational Health And Safety

The Eye and Ear endeavours to provide a working environment for its employees that is safe and without risk to health. Employees are required to:

- Perform their work with due regard for their own safety and health and for the safety and health of other people who may be affected by their acts or omissions.

- Actively promote and demonstrate the organisational values of integrity, care, excellence and teamwork.
- Participate in wellness@work initiatives.
- Report any hazards, near miss and incidents (regardless of whether an injury occurred or not) via the Victorian Health Incident Management System (VHIMS) Riskman.
- Understand and adhere to emergency procedures.
- Actively discourage and where possible call out inappropriate behaviour that may pose a safety risk to others.
- Participate actively in return to work programs if injured, and supporting injured colleagues in their return to work.
- Encourage participation in wellness@work initiatives.
- Taking adequate steps to eliminate or minimise the risk of harm to employees, contractors, volunteers and students.
- Ensure appropriate resources are made available to manage those risks.
- Conduct scheduled Planned Safety Walks and implement required improvements.
- Ensure all hazards, near miss and VHIMS reports are reviewed, thorough investigations are carried out and appropriate controls implemented.
- Ensure consultation with Health and Safety Representatives and staff on matters relating to health and safety.
- Ensure staff understand and adhere to emergency procedures.
- Minimise WorkCover costs by actively assisting the return to work of any employee injured in the area they manage.
- Lead the implementation of health and safety policies and procedures.
- Perform their work with due regard for their own safety and health and for the safety and health of other people who may be affected by their acts or omissions.
- Ensure all staff perform their work with due regard for their own safety and health and for the safety and health of other people who may be affected by their acts or omissions.
- Building our 'safety culture' where occupational health and safety is considered part of everyday work.
- Understand and manage the challenges of managing a flexible and dispersed workforce including work from home psychological and safety considerations.

Selection Criteria: Qualifications, Experience And Competencies

| | Essential | Desirable |
|-----------------------|--|---|
| Qualifications | | Relevant tertiary qualifications, or demonstrated equivalent experience, encompassing procurement or business administration. |
| | | Relevant professional memberships would be highly regarded. |
| Experience | Demonstrated experience in public sector | Experience managing or mentoring small |

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| | procurement & tendering including compliance with government frameworks such as HealthShare Victoria Policies & Victorian Government Directions and Guidelines. | teams across diverse functions. |
| | Demonstrated experience in contract management (or equivalent) role in a procurement environment | Understanding of contractual law and risk management framework. |
| | Proven ability to manage contract negotiation, supplier relationships, and tendering processes | Ability to identify continuous improvement and innovation opportunities in processes to improve effectiveness and efficiency. |
| | Exposure to environmental sustainability initiatives and reporting | Hands on experience in inventory management and logistics oversight, ideally in a healthcare or hospital environment. |
| Competencies | Ability to demonstrate integrity, responsibility, respect and innovation in all aspects of the position | Ability to prioritise workload and work flexible hours to meet business requirements |
| | Ability to manage large complex contracts | Ability to balance strategic leadership with operational delivery |
| | Strong understanding of probity, compliance, and delegation frameworks | Self-driven with demonstrated ability to take initiative |
| | Excellent communication and interpersonal skills to include the ability to negotiate and resolve conflicts and build teams. | |
| | Demonstrated proficiency in procurement-related IT systems and tools, including contract management platforms, eProcurement systems, inventory databases, and Microsoft Office applications (particularly Excel and reporting tools), with the ability to leverage technology to improve process efficiency, data accuracy, and decision-making | |

Reporting Lines

Position Reports to – Executive Director Finance & Corporate Services

Number of Direct reports - Three

Key Working Relationships

Internal

- Executive Management
- Department & Unit Managers
- Legal Counsel
- Hospital Staff

External

- HealthShare Victoria (HSV)
- Department of Health and other Government Agencies
- Suppliers and Service Contractors
- Other Health Services

All staff are required to have a satisfactory National Criminal Record Check. Direct patient care/clinical employees are required to have a valid Working With Children Check.

Author of Position Description or Manager of Position:

Name: Darren O'Connor-Price

Date: 21 August 2025

The Eye and Ear reserves the right to modify this position description as required. The employee will be consulted when this occurs. Statements included in this position description are intended to reflect the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Agreement

I have read, understood and agree to comply with the position description.

Name: _____

Signature: _____

Date: ____ / ____ / ____