

Supplier Relationship Manager– Improvement, Systems and Technology

# About MSD

## Our purpose

**Manaaki tangata, Manaaki whānau**

We help New Zealanders to be safe, strong, and independent.

## Our commitment to Māori

As a Te Tiriti o Waitangi partner we are committed to supporting and enabling Māori, whānau, hapū, Iwi and communities to realise their own potential and aspirations.

**Our strategic direction**

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| **Mana manaaki**  A positive experience every time | **Kotahitanga**  Partnering for greater impact | **Kia takatū tatou**  Supporting long-term  social and economic development |

**Our Values**

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| **Manaaki**  We care about  the wellbeing of people | **Whānau**  We are inclusive  and build belonging | **Mahi tahi**  We work together,  making a difference for communities | **Tika me te pono**  We do the right thing, with integrity |

**Working in public service**

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āianei, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori.

Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work potential and aspirations.

## The outcomes we want to achieve

* New Zealanders get the support they require
* New Zealanders are resilient and live in inclusive and supportive communities
* New Zealanders participate positively in society and reach their potential

## We carry out a range of responsibilities and functions including

* Employment, income support and superannuation
* Community partnerships, programmes, and campaigns
* Advocacy for seniors, disabled people, and youth
* Public housing assistance and emergency housing
* Resolving claims of abuse and neglect in state care
* Student allowances and loans

## He Whakataukī\*

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| --- | --- |
| Unuhia te rito o te harakeke | If you remove the central shoot of the flaxbush |
| Kei hea te kōmako e kō? | Where will the bellbird find rest? |
| Whakatairangitia, rere ki uta, rere ki tai; | Will it fly inland, fly out to sea, or fly aimlessly; |
| Ui mai ki ahau, | If you were to ask me, |
| He aha te mea nui o te ao? | What is the most important thing in the world? |
| Māku e kī atu, | I will tell you, |
| He tangata, he tangata, he tangata\* | It is people, it is people, it is people |

\*We would like to acknowledge Te Rūnanga Nui o Te Aupōuri Trust for their permission to use this whakataukī.

# Position Detail

## Overview of position

The Supplier Relationship Manager is accountable for building and maintaining MSD’s supplier relationships with key stakeholders and MSD partners and suppliers who provide high value services to our business. This role will manage all commercial aspects of those relationships.

In collaboration with the Procurement and Commercial team this position is responsible for designing, developing, executing, and managing sourcing strategies, supporting procurement processes, contract negotiations, onboarding of suppliers and the ongoing management and monitoring of our partner and supplier relationships including performance (cost, quality, and delivery) ensuring value for money across MSD.

The Supplier Relationship Manager will build understandings of current and potential supplier’s business and strategic goals and be able to see

issues and risks from the supply partner’s point of view to foster success with an open, transparent and upfront approach while balancing MSD’s requirements and priorities.

This role will support improving technology outcomes in alignment with MSD’s strategic goals, delivering value, innovation while collaborating to build the supplier relationship to shift towards a continuous innovation culture.

## Location

National Office, Wellington and Auckland.

## Reports to

General Manager Technology Supplier Relationships

# Key responsibilities

MSD uses the current version of Skills Framework for the Information Age (SFIA) to describe the skills required for roles. Each skill description is made up of an overall definition of the skill and a description of the skill at each of up to seven levels.

The skill level descriptions provide a detailed definition of what it means to practice the skill at each level of competency. The skill level descriptions are aligned to the seven levels of responsibility that ensure consistency throughout the SFIA framework making it solid and robust across professional disciplines.

## Required skills

**Stake holder Management (RLMT) Level 5**

Influencing stakeholder attitudes, decisions, and actions for mutual benefit.

* Identifies the communications and relationship needs of stakeholder groups. Translates communications/stakeholder engagement strategies into specific activities and deliverables.
* Facilitates open communication and discussion between stakeholders.
* Acts as a single point of contact by developing, maintaining and working to stakeholder engagement strategies and plans. Provides informed feedback to assess and promote understanding.
* Facilitates business decision-making processes. Captures and disseminates technical and business information.

## [Supplier Management (SUPP) Level](https://sfia.nz/sfia8/supp) 5

Aligning the organisation’s supplier performance objectives and activities with sourcing strategies and plans, balancing costs, efficiencies and service quality.

* Manages suppliers to meet key performance indicators and agreed targets.
* Manages the operational relationships between suppliers and ensures potential disputes or conflicts are raised and resolved.
* Performs bench-marking and makes use of supplier performance data to ensure that performance is adequately monitored and regularly reviewed. Use suppliers' expertise to support and inform development roadmaps.
* Manages implementation of supplier service improvement actions. Identifies constraints and opportunities when negotiating or renegotiating contracts.

## [Contract Management (ITCM) Level](https://sfia.nz/sfia8/itcm) 5

Managing and controlling the operation of formal contracts for the supply of products and services.

* Oversees and measures the fulfilment of contractual obligations. Uses key performance indicators to monitor and challenge performance and identify opportunities for continual improvement.
* Develops strategies to address under-performance and compliance failures, including the application of contract terms.
* Identifies where changes are required, evaluates the impact, and advises stakeholders about the implications and consequences. Negotiates variations and seeks appropriate authorisation.
* Actively supports and engages with experts and stakeholders to ensure continual improvements are identified through review and benchmarking processes. Develops and implements change management protocols.

## Levels of Responsibility (SFIA)

**Autonomy Level 5**

* Works under broad direction.
* Work is often self-initiated.
* Is fully responsible for meeting allocated technical and/or group objectives.
* Analyses, designs, plans, executes and evaluates work to time, cost and quality targets.
* Establishes milestones and has a significant role in the assignment of tasks and/or responsibilities.

## Influence Level 5

* Influences organisation, customers, suppliers, partners and peers on the contribution of own specialism.
* Makes decisions which impact the success of assigned work, i.e. results, deadlines and budget.
* Has significant influence over the allocation and management of resources appropriate to given assignments.
* Leads on user/customer and group collaboration throughout all stages of work.
* Ensures users’ needs are met consistently through each work stage.
* Builds appropriate and effective business relationships across the organisation and with customers, suppliers and partners.
* Creates and supports collaborative ways of working across group/area of responsibility.
* Facilitates collaboration between stakeholders who have diverse objectives.

## Complexity Level 4

* Work includes a broad range of complex technical or professional activities, in a variety of contexts.
* Investigates, defines and resolves complex issues.
* Applies, facilitates and develops creative thinking concepts or finds innovative ways to approach a deliverable.

## Business Skills Level 5

* Demonstrates leadership in operational management.
* Analyses requirements and advises on scope and options for continual operational improvement.
* Assesses and evaluates risk.
* Takes all requirements into account when making proposals.
* Shares own knowledge and experience and encourages learning and growth.
* Advises on available standards, methods, tools, applications and processes relevant to group specialism(s) and can make appropriate choices from alternatives.
* Understands and evaluates the organisational impact of new technologies and digital services.
* Creatively applies innovative thinking and design practices in identifying solutions that will deliver value for the benefit of the customer/stakeholder.
* Clearly demonstrates impactful communication skills (oral, written and presentation) in both formal and informal settings, articulating complex ideas to broad audiences.
* Learning and professional development - takes initiative to advance own skills and identify and manage development opportunities in area of responsibility.
* Security, privacy and ethics - proactively contributes to the implementation of appropriate working practices and culture.

## Knowledge Level 4

* Is fully familiar with recognised industry bodies of knowledge both generic and specific, and knowledge of the business, suppliers, partners, competitors and clients.
* Develops a wider breadth of knowledge across the industry or business.
* Applies knowledge to help define the standards which others will apply.

# Embedding Te Ao Māori

* Embedding Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti o Waitangi) into the way we do things at MSD.
* Building more experience, knowledge, skills and capabilities to confidently engage with whānau, hapū and iwi.

# Health, Safety and Security

* Understand and implement your Health, Safety and Security (HSS) accountabilities as outlined in the HSS Accountability Framework.
* Ensure you understand, follow and implement all Health, Safety and Security and wellbeing policies and procedures.

# Emergency Management and Business Continuity

* Remain familiar with the relevant provisions of the Emergency Management and Business Continuity Plans that impact your business group/team.
* Participate in periodic training, reviews and tests of the established Business Continuity Plans and operating procedures.

# Know-how

* Substantial experience operating in ICT commercial markets
* Experience in developing sourcing and portfolio strategies
* Experience in managing large complex technology agreements through its entire lifecycle.
* Knowledge in supplier risks and appropriate mitigations
* Experience working in an ICT commercial environment in a large complex organisation.
* Experience of government industry and trends; and being able to understand and apply procurement and commercial requirements in this context.
* Experience in successfully building and managing strategic supplier relationships
* Experience working at senior levels in a dynamic environment including the ability to influence stakeholders.
* Well-developed industry and sector relationships.
* Functional knowledge of ICT including ITSM, digital, security, platforms, cloud & cloud migrations as well as emerging technologies.
* Knowledge of supplier relationship management frameworks and metrics.
* Knowledge and proven application of sourcing and procurement principles and best practices.

# Key relationships

## Internal

* IST Leadership Team
* Procurement and Commercial Services
* Other IST staff
* Business Stakeholders

## External

* Government Chief Digital Officer (GCDO)
* External panel providers, vendors and suppliers
* Other Government agencies.

# Other

## Delegations

* Financial - No
* Human Resources – No

## Direct reports

* No

## Security clearance

* No

## Children’s worker

* Not a children’s worker

## Travel

* Limited adhoc travel may be required