

Position description

Position title	Supplier Relationship Management (SRM) Excellence Manager
Position number	201191
Classification level	E
Group	Corporate Services
Reports to	Group Manager Procurement
Location	1010 La Trobe Street, Docklands
Date	January 2025
Tenure	Permanent full time

Our organisation

VicTrack is custodial owner of Victoria's rail transport land, assets and infrastructure. We work to protect and grow the value of the portfolio, to support a thriving transport system and make travel and living better for all Victorians. With much of our asset portfolio dedicated to rail transport – our land, infrastructure, trams, trains and telecommunication networks – our focus is on strategic asset management and supporting the delivery of better transport solutions.

Whether we're planning and managing the use of transport land, upgrading the telecommunication network or partnering on major infrastructure projects, our job is to ensure the state's assets continue to serve Victoria now and well into the future.

Our core functions include:

- delivering telecommunications infrastructure and services that form the backbone of the transport network from signalling, driver communications, public information displays and myki ticketing
- managing land set aside for transport purposes, including the development and sale of land no longer required for transport to optimise its use
- generating income through land sales and commercial leases that is reinvested into the state's transport system
- providing project management, engineering and construction services to deliver a range of government transport projects from Victoria's Big Build to station and car park upgrades
- managing transport facilities and assets, including the open access Dynon Rail Freight Terminal, heritage buildings and environmental preservation.

VicTrack is the custodial owner of most of Victoria's tourist and heritage assets and performs the role of Tourist and Heritage Registrar.

Our business groups

Our business is made up of two specialist delivery groups – Property and Telecommunications – supported by Corporate Services, Strategy & Transformation and the Office of the Chief Executive.

Our vision

As a part of the transport portfolio, we share a common vision as defined in the *Transport Integration Act 2010*:

“To meet the aspirations of Victorians for an integrated and sustainable transport system that contributes to an inclusive, prosperous and environmentally responsible state”.

In realising this vision, we are working towards a transport system that promotes:

- social and economic inclusion
- economic prosperity
- environmental sustainability
- integration of transport and land use
- efficiency, coordination and reliability
- safety, health and wellbeing.

Our mission

To protect and grow our rail transport assets and drive reinvestment to service Victorians now and into the future.

Our values

- Professional – We make decisions with integrity and respect. By behaving professionally and ethically we win the trust of our colleagues, stakeholders and customers.
- Collaborate – We collaborate to get things done efficiently and effectively. We have greater opportunity through leveraging our collective knowledge, building stronger bonds and respecting each other.
- Achieve – We perform our roles with integrity and skill. We hold ourselves accountable for delivering what is needed and own both our successes and mistakes.
- Innovate – We embrace all new ideas that bring about change that adds value. We become more efficient, effective and competitive.

Dimensions

Reporting relationships

The SRM Excellence Manager reports directly to the Group Manager Procurement, within Corporate Services.

Budget

N/A

Purpose of the position

The Supplier Relationship Management (SRM) Excellence Manager is responsible for VicTrack’s contract and supplier relationship management practices including uplifting organisational wide capability and ensuring compliance with Victorian Government Purchasing Board (VGPB) policies. The role oversees the establishment and management of all VicTrack Panels.

Key accountabilities/functions

- Responsible for the development, implementation and updating of the VicTrack Supplier Relationship Management framework, policy and procedures including:
 - designing the framework so that it can be managed and maintained to ensure contract managers are correctly applying policy requirements when conducting supplier relationship management activities on an ongoing basis for goods and services and construction contracts, including Supplier Performance management compliant with Ministerial Directions for Public Construction in Victoria
 - defining and implementing organisational supplier segmentation strategy
 - collaborating with Procurement Assurance Specialist, Procurement Compliance Officer and Communications and Change team to develop processes, templates, supporting collateral and training as required
 - development of organisational capability uplift strategies
 - ensuring the Procurement Quality Assurance Program effectively monitors organisational compliance with the SRM Framework.
- Collaborating, challenging, and engaging a broad spectrum of senior internal and external stakeholders to provide trusted advice and coaching on supplier relationship management matters including representing VicTrack externally and across the integrated transport portfolio.
- Using influencing and negotiation skills to effectively address stakeholder requirements, and where appropriate developing business area specific contract management strategies that support achievement of business outcomes while managing third-party supplier performance and risk.
- Defining and managing relationships with strategic high-value, high-complexity VicTrack Panel suppliers, aligning internal and external stakeholders:
 - providing high quality, authoritative strategic, project and operational advice to support transport portfolio objectives and respond to emerging and/or complex issues
 - acting as Subject Matter Expert contributing to bid and proposal activities
 - execution of supplier management plans including, contract analysis, the monitoring of supplier performance, engaging with contract business owners and proactively identifying improvement opportunities
 - leading periodic contract review meetings with all relevant stakeholders
 - development of targeted guidance materials and templates specific to each panel.
- Oversight of expiring contracts to support Procurement Business Engagement Manager in ensuring VicTrack's Procurement Program of Work, Procurement Pipeline and Procurement Activity Plan remain up to date.
- Act as a first level escalation when contractual disputes arise and endeavour to resolve them promptly and to protect VicTrack's interests.
- Contribute to a high level of professional practice in the organisation by maintaining a comprehensive knowledge of contemporary supplier relationship management strategies, policies and practices including an awareness of relevant government priorities and initiatives.
- Host supplier-facing events, identifying opportunities to bring together suppliers around shared objectives or opportunities and establishing VicTrack as a customer of choice.

- Lead and execute lifecycle procurements to establish and refresh VicTrack Panels, managing and maintaining all relevant procurement risks, and ensuring adherence to all relevant policies and governance requirements.

Customer focus

VicTrack staff practise customer focus by recognising the importance of valuing customers (internal and external) and ensuring that all activities are oriented towards meeting customer needs. We listen to customers about their expectations and focus on delivering solutions that address their needs. Customer focus also includes proactively seeking and acting on feedback to enhance the customer experience.

Safety and environmental responsibilities

Ensure safety and environmental instructions are adhered to and report any inappropriate practices and incidents. Comply with the *Occupational Health and Safety Act*, as it applies to self, tenants and customers, and environmental legislation in regard to preserving the environment.

Rail safety

All staff who may be required to come into contact with rail activity, including design work and the management of other staff, must:

- be responsible for their actions where those actions can in any way affect or compromise railway safety
- be aware of the railway safety requirements associated with their duties and responsibilities
- take whatever action is possible to prevent unsafe conditions and/or incidents
- report any railway safety problems/hazards to the Manager Safety
- safely access the rail corridor.

Individual attributes

Qualifications

- Relevant tertiary qualifications in procurement, supply chain management, commerce or business administration.
- Post graduate qualifications would be highly desirable.

Knowledge and experience

- 10+ years relevant work experience in Procurement, Supplier Relationship Management or Commercial Management ideally in a managerial or strategic role.
- Demonstrated experience in commercial negotiations and development of customer and supplier relationships.
- Extensive knowledge of procurement practices and procedures, including capacity to understand and apply the Victorian Government Purchasing Board guidelines.

Skills

- Recognised expertise in supplier relationship management with proven ability to strategically partner with internal and external stakeholders at all levels to foster strong relationships and apply influencing skills to achieve positive outcomes.
- Demonstrated well-developed interpersonal skills, including the demonstrated ability to liaise, consult, provide advice and negotiate along with the ability to build and maintain effective working relationships with a variety of stakeholders including suppliers.
- Strong analytical ability and experience in developing and presenting metrics to measure and improve supplier performance and contract value.
- Proven ability in negotiating complex and high-risk contracts, taking a proactive approach to resolving issues, and focusing on continuous improvement.
- MS Office suite proficiency.

Interpersonal and other features

Internal relationships

- All VicTrack employees

External relationships

- Suppliers
- Customers
- Local councils
- Victorian Government departments and agencies