

## **SELECTION CRITERIA**

### **Contract Officer, Goods & Services (Clerk Grade 7/8) Department of Education & Training**

#### **1. Demonstrated operational experience in procurement including management of categories, contracts and suppliers.**

I have acquired high level experience working in a procurement environments within the Australian Public Service demonstrated in my current employment at the NSW Department of Planning as a Contract Management Coordinator and previously as Procurement Project Officer at the Department of Justice and Attorney General and The NSW Department of Commerce - NSW Procurement as a Client Support Officer including operational experience in procurement including management of categories, contracts and suppliers.

Currently as a Contract Management Coordinator at the NSW Department of Planning my responsibilities include all facets of contracts coordination, specially involved in undertaking and overseeing contract coordination activities to support the Manager in administering complex, sensitive and high value contracts; contributing to the initial drafting of contracts and the development of associated documentation, including briefs and evaluation plans; coordinating the tendering process and support the process of tender evaluation to ensure the tender selected meets the technical and commercial requirements of the Department and providing the best value for money; monitoring contractor performance and identify and response to variances to ensure compliance with terms of the contract; coordinating and administering changes to contracts, as directed by the Manager, to ensure the Department's requirements are met; and liaising extensively with State Government, Local Government, industry and other stakeholders to coordinate input to projects and contracts.

Recently whilst employed at the Department of Justice and Attorney General, I demonstrated broad experience in many relevant areas including: supplier management; negotiate prices with suppliers and monitor supplier's performance; review and negotiate competitive prices; manage and analyses contract management; analyses SLA expenditure data sets; develop and propose cost saving plans; develop professional procurement reports; manage RFQs from invitation to offer stage and extensive consultation with stakeholders. On a particular occasion, I noticed one of the suppliers of printing contracts were not providing the specified paper for company letterheads as per items mentioned in the formal contract (80 GSM Tuder Digital Offset). They instead provided paper from mix not digital offset. Upon this discovery, I demonstrated the initiative to investigate the issue and found that the paper they provided is was normal offset paper not Tuder digital offset paper. I promptly arranged a meeting to discuss the issue and raised a performance management plan for the contractor due to the discovered inefficiency and lack of accuracy.

In October 2009 at the Department of Justice and Attorney General as a Procurement Project Officer, the NSW Sheriff's office sent an urgent request to a Procurement Officer ordering 60,000 Sheriff Contact Cards. The particular officer was absence hence the Contact Manager requested my assistance. After conducting further investigations, I discovered that Department didn't have any contract for Sheriff's cards. I immediately proceeded to report this to the Contract Manager and met with the Deputy Sheriff to arrange a new contract for sheriff's contact card. I explained that I was able to combine the sheriff's contact card with the existing printing contract achieving cost savings. Liaising with printing suppliers and raising RFQ, I analysed all the received data as per Department Procurement guidelines then prepared a report for the Deputy Sheriff's with a draft proposal. The Deputy Sherriff was delighted with my skills and contributions in implementing a successful new process, approving my proposal. He then signed a new agreement as a preferred supplier.

Whilst employed as a Client Support Officer, at the NSW Department of Commerce - NSW Procurement, I supported client e-tendering, i-tendering, Smartbuy and various Procurement Hubs and also provided a high level of administrative support to procurement management that demanded an understanding of contract administration and the relevant laws and regulations.

#### **2. Experience in preparing professional documentation in a legal, government or procurement environment.**

I have actively contributed in numerous procurement roles within the public sector since 2008, demonstrating advanced experience in preparing professional documentation in government procurement environments including NSW Department of Planning, The Department of Justice and Attorney General and NSW Department of Commerce - NSW Procurement.

In my current role as Contract Management Coordinator at the NSW Department of Planning, I prepare professional documentation on a daily basis including contracts and reports. I am responsible for ensuring all contracts reflect effective commercial management and oversee good governance, checking that all contract documentation is prepared on time and in accordance with relevant policy and procedures. Additionally I oversee that the tender process is conducted efficiently and in accordance with policy and procedures, monitoring against contract terms whilst ensuring contract variations are approved and implemented correctly.

At the Department of Justice and Attorney General as a Procurement Officer, I communicated with a broad range of internal and external stakeholders, whilst involved in building and maintaining a network of procurement offices across the Department to facilitate effective communication of procurement issues and support for procurement policy and procedures. I also manage and maintain a Contracts and Procurement Infolink site, responsible for issuing alerts to DJAG to provide an accurate, current resource for officers purchasing goods and services. Competently preparing various written documentation, I produce management reports for the Commercial Manager and Manager Contracts to identify compliance and efficiency issues for further investigation.

In 2009 whilst employed in my recent role as a Procurement Officer at the Department of Justice and Attorney General, I was conducting a data analysis from the Department's office supply contract to prepare a six month report for the Director. I discovered that a particular supplier supplied approximately 375 products not present in the contract. In addition, the supplier was charging the Department their retail catalogue price without bulk discount or negotiated rates. I proceeded to prepare a leakage report and separate all outside products from the main product list. I presented the report to the Contact Manager, proposing a new service label agreement for all the leakage products, putting barriers in the buying system (Smartbuy) to ensure that outside of contract price are not available for viewing. The Contact Manager was very pleased and appreciated my cost saving strategies, providing me with the opportunity to develop and manage an associated project.

Whilst employed at GE Money I was involved in a project called "Project ZOOM", aimed at reducing paper-based activities and settling finance promptly and on time. Demonstrating the ability to prioritise and monitor personal work commitments whilst undertaking regular day to day work tasks, I created an effective tax invoice for the dealers and brokers' network. I liaised with the sales team who prepare the deal for the dealers and brokers' network, gathered ideas from all members, shared the knowledge and prepared an effective and user friendly invoicing system, involving every team member, that way they felt involved and started using the new system without hesitation. From time to time I sat with them individually and exchanged ideas for improvement. The project was successful and GE Money is still using the invoice system in the Motor Solutions Unit.

### **3. Knowledge and experience in establishing meaningful key performance indicators with suppliers and monitoring and managing performance against them.**

Having worked in procurement roles within government departments since 2008, I have gained knowledge and experience in establishing meaningful key performance indicators with suppliers and monitoring and managing performance against them.

Currently as a Contract Management Coordinator at the NSW Department of Planning and recent job at Department Of Justice and Attorney General as Procurement Officer previous at Department Of Commerce as a Client Support Officer and IFIC BANK as a Business Development Officer , I liaise extensively with State Government, Local Government, industry and other stakeholders to coordinate input to projects and contracts whilst monitoring contractor performance, identifying and responding to variances to ensure compliance with terms of the contract. Coordinating the tendering process and supporting the process of tender evaluation; I ensure the tender selected meets the technical and commercial requirements of the Departments and provide the best value for money.

Whilst employed at the NSW Department of Justice and Attorney General as a Procurement Officer, I received a telephone call from an agency complaining that a supplier was charging more than the contract price. Committed to resolving the issue, I raised a performance management and investigation against the supplier in question then proceeded to take details of the caller and supplier including item details. I conducted thorough a investigation regarding the issue by matching with an invoice and copy of contract then referring the report to the Project Manager to raise a performance management for this particular supplier and propose Project Manager to monitor the supplier performance new 12 moths and refund all the extra money that supplier charges from various agencies. Following the completion of the investigation, I contacted the agency and explained the situation and outcome in detail. A performance management plan was raised against the supplier and the agency's Contact Officer was content with the outcome, thanking me for my efforts in making effective decisions, taking action and resolving problems that proved challenging.

#### 4. Knowledge of NSW Government and State Contracts Control Board policies and regulations.

The NSW State Contracts Control Board (SCCB) is responsible for the provision of goods and services for NSW public sector agencies. The SCCB acquires and disposes of goods and services on behalf of public sector agencies through contracts with suppliers. The SCCB arranges the purchase of goods and services on behalf of the public sector through state contracts. These contracts are standing offers by suppliers, which apply for a specific time. Due to the consolidation of purchasing power, the SCCB is able to obtain advantageous prices and more attractive conditions, which fully comply with the Government's purchasing legislation and policy.

I understand that the State Contracts Control Board (SCCB) is a statutory board established under Chapter Seven of the Public Sector Employment and Management Act (NSW) 2002 and reports to the Minister for Commerce. The Public Sector Management (Goods and Services) Regulation (NSW) 2000 sets out details on the role and functions of the SCCB which include: (i) the arrangement for supply and disposal of goods and services for the public sector along with the development of associated procedures; (ii) advice to the Minister for Commerce on whole of government procurement practices within the public sector; and (iii) investigation and resolution of grievances occurring during government procurement (including unfair competitive issues). The Regulation requires that competition to supply goods and services is maximised, that probity is maintained during tendering and that the tender selected should be the most advantageous to the public service.

I have demonstrated an advanced understanding of current policies, procedures, legislation, standards and guidelines including Government Procurement Policy, Legislation and Administration including the Commonwealth Procurement Guidelines through my extensive experience in the Australian Public Service in recent years. I am aware that The *Commonwealth Procurement Guidelines (CPGs)* establish the core procurement policy framework and articulate the Government's expectations of all departments and agencies subject to the *Financial Management and Accountability Act 1997 (FMA Act)* and their officials, when performing duties in relation to procurement.

I understand that there are three key types of documents which set out and explain the Government's procurement policy framework which include: (i) the CPGs, issued by the Finance Minister, which establish the procurement policy framework; (ii) Finance Circulars, issued by the Department of Finance and Deregulation (Finance), which advise of key changes and developments in the Government's procurement policy framework; and (iii) a range of web-based and printed guidance documents, developed by Finance to assist agencies to implement the Government's procurement policy.

A dedicated and experienced Australian Public Service professional, I understand that the fundamental objective of the NSW Government Procurement Policy is to ensure that government procurement activities achieve best value for money in supporting the delivery of government services, emphasising agency accountability for outcomes and greater upfront planning and stronger linkage with the State Budget process prior to allocation of capital funding. NSW Treasury is responsible for Procurement Policy initiatives including enhanced monitoring of major capital works projects. The Procurement Policy is an overarching framework for all government procurement and applies to all government departments, statutory authorities, trusts and other government entities.

In my current role as Contracts Management Coordinator at the NSW Department of Planning, I assist the Manager to identify, develop, implement and review policy and procedures for the Contracts Administration Unit to ensure continuous improvement and also maintain an up to date awareness of best practice, legislative change, policy reform and other relevant issues with the potential to impact on the performance of the Unit. Additionally I liaise extensively with State Government, Local Government, industry and other stakeholders to coordinate input to projects and contracts thus demonstrating and utilising my current knowledge of NSW Government and State Contracts Control Board policies and regulations.

In March 2009 whilst employed at The NSW Department of Commerce - NSW Procurement as a Client Support Officer, an agency contacted me to obtain information regarding current NSW government policy as they intended to procure building materials for NSW Department of Housing priced over \$ 250,000. They asked me if they could purchase these from a local supplier with three quotations provided. I explained the NSW procurement policy that states that any product over \$ 250,000 is required to go through the tendering process. I explained that purchases from \$ 30,000 to \$ 250,000 require three quotations; purchases from \$ 3,000 to \$ 30,000 require one quotation and purchases less than \$ 3,000 don't require a quotation. The client was very pleased with the accurate and detailed information I provided. I then proceeded to explain the NSW procurement policy to the client from the NSW procurement website.

Throughout my procurement career in the public service I have completed numerous courses and accreditations that further demonstrate my knowledge of relevant legislation and processes including: Tendering and Contracting Principles, Electronic Tendering (E-Tender, I-tender) & Applications, Smartbuy and Tools, Mastering Purchasing Fundamentals & Negotiation, Managing Supplier Performance, Supply Management, Prepare Effective Contract Management Planning & Documentations and Review Tendering Process and Documents.

## **5. High level written and verbal communication, consultation, facilitation and organisational skills.**

A skilled and experienced communicator, I have liaised effectively with members of the public, customers, suppliers, team members and senior management over the past 15 years both in the corporate and government sector. I have always contributed in teams putting 100% into any given task whilst keeping up to date with changing requirements, contributing to meetings and helping others as needed maintaining a helpful approach. A dedicated and strong team member and leader, I respect the needs and rights of others. I have proactively encouraged and provided feedback at team meetings to create an environment that gives value to clients, other departments and the community through team skills and commitment to service.

Previously at the Department of Justice and Attorney General as a Procurement Project Officer, I communicated with various internal and external stakeholders, building and maintaining a network of procurement offices across the Department to facilitate effective communication of procurement issues and support for procurement policy and procedures. I also manage and maintain a Contracts and Procurement Infolink site, responsible for issuing alerts to DJAG to provide an accurate, current resource for officers purchasing goods and services. Competently preparing various written documentation, I produced management reports for the Commercial Manager and Manager Contracts to identify compliance and efficiency issues for further investigation.

In 2009 whilst employed as a Procurement Project Officer at the Department of Justice and Attorney General, I discovered the Department didn't have written process maps for tendering processes, instead they follow other government department's process maps. I demonstrated initiative and discussed this issue with Department's Director who provided me with an opportunity to design and implement a project on process maps for tendering processes with a 4 week deadline. I managed and developed this project whilst undertaking my regular day to day duties and responsibilities. During the project, I was actively involved in creating a user friendly, efficient and user-friendly way to publish tenders. In order to achieve intended results and positive change, I analysed various Department's process maps. In addition, I communicated with all departments and Project Managers related to tendering and prepared a draft plan which I e-mailed to all involved parties requesting feedbacks and suggestions. Within three weeks, I prepared the final draft and forwarded to the Department's Director for final review. The outcome was very positive as the Director was extremely pleased with my contributions. I was commended for preparing the project within the time frame and my ability to communicate with all department and management, gaining approval and acceptance through effective team work, interpersonal and negotiation skills.

Whilst employed at the NSW Department of Commerce as Client Services Officer, I dealt with a client that called to reset his password to access the e-tendering website. I set his password and assist him in gathering information regarding the existing tender. Educating the client with the procedures to attend the tender, I recorded customer interest in the database system 'Quantum'. I sent a detailed e-mail with step by step explanation of NSW Government tendering system. Customer highly appreciated my legendary service skill as a new support person of the team.

## **6. Knowledge of and commitment to the Department's Aboriginal education policies.**

Keen to make a positive addition to the NSW Department of Education and Training, through research undertaken I have acquired a strong knowledge of and commitment to the Department's Aboriginal education policies. I understand and appreciate that the *Aboriginal Education and Training Policy's Goal* is to be ensure Aboriginal and Torres Strait Islander students will match or better the outcomes of the broader student population. I am also aware that key focus areas include the following: all four year olds have access to a preschool program by 2013; the 2008 achievement gap in reading and numeracy between Aboriginal and non-Aboriginal students is reduced by 50 percent by 2012 and eliminated by 2016; the 2008 gap in the completion of Year 12 or an equivalent Vocational Education and Training qualification for Aboriginal students is reduced by 25 percent by 2012 and by 50 percent by 2020; more Aboriginal people are participating in and completing Vocational Education and Training courses at higher qualification levels; and the 2008 gap in Vocational Education and Training unit completion rates for Aboriginal students is reduced by 25 percent by 2012 and by 50 percent by 2020.

I am aware that the NSW Department of Education Training is striving to improve and implement strategies in the area of leadership, planning and accountability including: Reviewing departmental policies and strategies to ensure they align with the *Aboriginal Education and Training Policy*; continuing to include targets relevant to bridging the gap for Aboriginal students in all senior officer performance agreements; continuing to incorporate specific Aboriginal education and training criteria in applications for employment and promotion; including Commonwealth key directions for Aboriginal students in corporate business planning; respond to recommendations arising from reviews and inquiries relating to Aboriginal students and Aboriginal people; report on progress towards achieving Strategy outcomes through the NSW Department of Education and Training Annual Report and to key partners through the Director-General's Aboriginal Education and Training Reference Group; report on outcomes of programs funded through Commonwealth and State government commitments for Aboriginal people; ensure Aboriginal representation at all levels of decision making including Director-General's advisory/reference groups and working parties; and celebrate Aboriginal education and training achievements with awards and ceremonies that acknowledge contributions to student achievement.