

Position Description

Position Title:	Contract Systems and Compliance Officer		
Reports to	Manager Business Services		
Directorate:	Corporate Services		
Business Unit	Business Services		
Number of Direct Reports	nil	Budget Responsibilities	nil
EMPHN Classification	Band 3		

Reviewed by:	Megan McCreddie, HR Business Partner Corporate Services	Date:	20/10/2017
Approved by:	Angelica Georgaklis, Executive Director Corporate Services	Date:	Click here to enter a date.

About EMPHN

With our partners, we will facilitate health system improvement for people in eastern and north eastern Melbourne. In doing this, our five key strategic priorities will be:

1. **Addressing health gaps and inequalities**
2. **Enhancing primary care**
3. **Leveraging digital health, data and technology**
4. **Working in partnership to enable an integrated service system**
5. **A high performing organisation**

Our four organisational values will underpin all work undertaken by EMPHN and our employees.



Leadership	<i>We champion innovation and embrace change which improves our work. We celebrate and build upon our achievements in health care.</i>
Understanding	<i>We listen and respect all perspectives and seek evidence for a deep understanding of each other and our community.</i>
Outcomes	<i>We are accountable for ensuring value for money for our communities, stakeholders and funding bodies. We focus on high impact, equitable health care solutions that increase efficiency and reduce waste</i>
Collaboration	<i>We enable those who touch the system to design the system through sharing knowledge, evidence and expertise. We work together across teams for shared outcomes.</i>

Purpose of Position

This position plays an important role within the Corporate Services Directorate in contributing to the effectiveness of EMPHN's risk and compliance activities particularly as they relate to our commissioning procurement and contract management processes and contribute to EMPHN being a high performing organisation.

Working with the Manager Business services the position will oversee and administer EMPHN's Risk Management and eProcurement systems, manage associated vendor relationships and provide practical and proactive support and training to staff on their use including developing guidance material and resources. They will also administer and ensure the accuracy and completeness of EMPHN's current Contract Register and associated physical files, contract templates and processes, and any future contract management database as an important part of supporting contract managers monitoring and compliance responsibilities. The position

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will also be required to work as part of the Corporate Services team and work in manner that supports our corporate strategy and risk management processes.

Key Relationships and Stakeholders

Internal

- All staff, including managers and Executive Directors undertaking procurement, contract and risk management activities and using associated systems.
- The Executive Management Team in their risk management activities.
- Board Secretariat in their role supporting the EMPHN Board's meet their governance, risk and compliance obligations.
- Finance team in ensuring accurate financial information at key stages in our contract management process (approval of procurement budget and cash flows and contract payment schedules and payment of invoices, and reporting contract expenditure).
- CEO's office and other key administrative support staff as they support teams at key stages in our contract management process (contract drafting, issuing and execution activities and approval process).
- Executive Director Corporate Services as sponsor of these key corporate systems.
- Manager Business Services as the responsible manager of these key corporate systems.

External

- System Vendors as our technical support partners.
- Suppliers using our electronic tender system.
- External Tender Evaluation panel member required to use our electronic tendering system.
- Contracted Service Providers required to use our risk and compliance systems.
- Other Primary Health Networks in developing common standards and tools to support risk, procurement and contract management activities.

Accountabilities

- Administer *Tickit on Demand* (Risk Management Software) and *eProcure* (online tender portal) including:
 - managing user accounts, creating forms and reports and ensuring quality control of data is maintained at all times
 - working with the Manager Business Services to develop user guides and train staff to use the system in line with relevant policies, regulations and standards
 - acting as the internal point of contact with system Vendors for all technical support including those identified by our external providers wanting to engage with the system
 - being the internal point of contact for system support for suppliers and contracted service providers who use our systems
- Administer the Contract Register and associated templates and process ensuring quality control of data is maintained at all times
- Along with the Manager Business Services act as the internal knowledge source and support staff using these key corporate systems
- Support the Manager Business Service to ensure timely preparation and distribution of agreed reports and data for Board Reporting and to support proactive risk and contract management by contract managers

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- Assist with the development and continuous improvement of EMPHN's procurement and contract management procedures, templates and guidance material.
- Working with the Manager Business Services support the organisation to integrate risk, procurement and contract management activities, as part of developing sophisticated business intelligence, reporting and monitoring systems for commissioning, clinical governance, risk management and quality improvement

Team

- Participate in regular reviews of performance and demonstrate a willingness to close learning and capability gaps.
- Participate in regular team meetings and other organizational and stakeholder meetings as required.

Organisational

- Work towards the achievement of EMPHN Mission and Vision and the attainment of our key Strategic Priorities.
- Comply with all EMPHN's policies and procedures
- Work in a manner which upholds EMPHN Values of **Leadership, Collaboration, Outcomes** and **Understanding**.
- Maintain strict confidentiality while employed at EMPHN, and at times thereafter, as to the organisation's membership list, data, operating procedures, financial and employee information.

Health and Safety

- Adhere to all EMPHN Health and Safety policies and procedures and any relevant legislation regarding health, safety and environment.
- Take all reasonable care for your own and other's Health and Safety.
- Take a proactive approach to EMPHN health and safety initiatives.

Qualifications

- Qualifications in business management and/or systems administration would be highly desirable

Knowledge, Skills & Experience

Essential

- High level computer literacy and experience in administering online systems, software and data bases to manage confidential information and contracts effectively.
- Intermediate to advanced skills in Microsoft Office products
- Previous experience in database applications and system maintenance.
- Experience in procurement and contract management practices and processes.
- A high level of attention to detail and accuracy in the management of information.
- Demonstrated skills in dealing with confidential and sensitive information in a professional manner.

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- Demonstrated ability to prioritise competing demands, exercise sound judgement and organise systems and procedures to guide work and track progress.
- Well-developed interpersonal; skills including the ability to build productive working relationships with internal and external stakeholders to ensure relevant compliance obligations are met.
- Ability to work collaboratively within a team, partner with internal colleagues to deliver shared outcomes and work developmentally with colleagues to improve their skills.

Desirable

- Experience working as a database administrator including report development
- An understanding of the primary health care environment.