# Supply Chain Information Operations Analyst

Reports to Supply Chain Information Manager

Band Level Band 4, HPV Enterprise Agreement 2018

## Position Summary

The Supply Chain Information Operations Analyst (or Operations Analyst) is a customer focused role responsible for the effective delivery of services related to Health Purchasing Victoria’s supply chain information (data), processes and systems. In line with the Health Purchasing Victoria (HPV) Strategic Plan 2018-22, this role is responsible for supporting the following Strategic Goals:

* Increase customer engagement to be more responsive to customer needs and customer feedback across regional and metropolitan areas.
* Improve the integrity and availability of information used to drive supply chain decisions and support more informed choices.

The Operations Analyst is a key point of contact for health service customers and suppliers for matters relating to HPV’s supply chain systems and information. The Operations Analyst plays a key role in driving data integrity improvements within the Victorian Product Catalogue (VPC) and by extension, the National Product Catalogue (NPC). The role will also expand with the introduction of the state-wide Common Catalogue where it will take on responsibilities for managing and administering catalogue data.

Responsibilities include the administration of the Victorian Product Catalogue System (VPCS) and for the provision of service support to users of the Rural and Regional Catalogue, Recall and Recall Health, Global Location Numbers (GLNs), and the HPV Searchable Index, ensuring customer satisfaction at all times.

The Operations Analyst is responsible for building and maintaining strong relationships with key stakeholders such as Victorian Health Service employees (pharmacy, procurement, supply chain and clinical) and healthcare suppliers, along with technical stakeholders including Bizcaps (Technology partner for VPCS build), Australian Digital Health Agency and GS1 Australia.

Key objectives for this role are:

* Provide exceptional customer service.
* Execute catalogue administration activities meeting service level agreements.
* Provide expertise and guidance to customers in relation to the catalogue data, system/s and processes.
* Support the rollout of the common catalogue to health services.

## Specific Duties and Responsibilities

### Customer Service and Supplier Support

* Be the primary point of contact for users of the common catalogue and VPCS providing support and guidance with its use and maintenance activities.
* Support suppliers who wish to publish data via the National Product Catalogue.
* Facilitate supplier NPC/VPC compliance through the administration of discrepancy reports and supplier engagement.
* Provide support and assistance with the on-boarding of Health Services to GS1 Recall, and Recall Health.
* Identify and implement process improvements that will deliver superior service and quality outcomes for stakeholders.
* Maintain an up to date knowledge of customer expectations and ensure that the service provided meets those expectations.
* Ensure that stakeholder requests and enquiries are dealt with in accordance with performance and service level agreements.
* Maintain an awareness of contemporary cataloguing trends, standards, strategies and technologies.
* Develop and maintain effective relationships with internal colleagues, suppliers, organisational partners such as GS1 Australia and Bizcaps Software and other organisations to ensure effective customer service delivery.

### Data Management

* Administer and maintain the VPCS and Common Catalogue to ensure quality and integrity of catalogue data including: data management, data loading, data synchronisation and, user management.
* Administer and maintain Global Location Numbers for Victorian public health including ensuring GS1 Locatenet is updated.
* Provide support and assistance to users of the Rural and Regional Catalogue for all item creation and update requests.
* Drive the improvement of data quality through error identification and coordinate resolution between internal and external stakeholders.
* Assist in expanding the existing scope of the VPCS to cover all relevant contracts in effect by HPV.
* Participate in the development, User Acceptance Testing and maintenance of the VPCS and common catalogue.
* Provide key performance indicator reporting of catalogue synchronisation metrics, supplier compliance and data trending for strategic planning and improved processes.
* Design, implement and maintain business processes and user guides to support the functions of the role.

### System Management and Reporting

* Assist in the training of internal and external stakeholders in data standards, system functionality, workflow and data validation.
* Ensure all relevant correspondence is answered. Monitor, track and analyse issues making recommendations to improve quality of service.
* Challenge current methods of service delivery and identify, recommend and implement improvements.

### General

* Maintain a high level of communication, presentation and professionalism to maintain and strengthen HPV’s professional image.
* Maintain and develop open and transparent lines of communication within the Supply Chain Information Team and broader organisation.
* Contribute to the Data and Systems division and broader HPV team through participation in formal meetings and other activities as required.

### Leadership

* Foster a workplace culture that is consistent with HPV’s organisational culture emphasising organisational values.
* Maintain strong lines of communication, both formal and informal, with SLT, ELT and key HPV stakeholders to ensure the smooth operation of the organisation.
* Support organisational change and growth as requested to assist HPV in fulfilling its legislative functions in line with its Corporate Strategy.

### HPV Values and Cross Functional Collaboration

* Establish and maintain strong working relationships with key individuals and groups across HPV’s stakeholder organisations, both internal and external, and develop and apply appropriate engagement and consultation strategies in line with HPV’s values.
* Represent HPV in appropriate forums to strengthen relationships and improve mutual understanding.
* Place a priority on effectively working with stakeholders from other divisions within the organisation for mutual benefit by seeking and incorporating feedback that will benefit organisational objectives.
* Value the contribution of our internal and external stakeholders and contribute beyond our own tasks to achieve organisational goals and demonstrate this in goal setting.
* Uphold HPV values:
	+ We are customer-focused; we focus on customer and patient outcomes
	+ We keep it simple; we strive for efficient and effective ways to achieve our goals
	+ We are collaborative; we work as a team toward common goals
	+ We take responsibility; we challenge the status quo. We are responsible for our behaviours, actions and results
	+ We inspire confidence; we do the right thing. We are open, honest and trustworthy

### Data Security

* Comply with HPV data management policies and procedures, and report breaches and/or vulnerabilities to a Manager or the IT Operations team.

While the principal duties of this position are as above, the Supply Chain Information Operations Analyst may be required to undertake other duties from time to time.

## Qualifications and Experience Required

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| **Academic** | * Degree qualified (Bachelor Business, Bachelor Commerce, Bachelor Arts or similar) and/or suitably experienced in a role encompassing data analysis, administration of data or purchasing/procurement.
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| **Experience** | * Proven customer service experience.
* Proficiency with Microsoft Office especially Excel.
* Experience in stakeholder management at an operational level.
* Experience working in a corporate environment, preferably in public health.
* Strong business process, data analysis and reporting skills.
* Catalogue management experience desirable.
* Experience with web-based applications and Enterprise Resource Planning systems (Oracle e-Business Suite preferred).
* Understanding of inventory cataloguing methods in ERP systems.
* Appropriate knowledge of and/or experience with Health Systems, catalogues, sourcing, procurement, supply chain and/or logistics.
* GS1, NPC, Pharmacy and/or Health Service experience highly desirable.
* Project experience preferred including testing and issue management.
* Outstanding written and oral communication and presentation skills.
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| **Personal** | * Strong commitment to providing excellent customer service.
* Self-directed and able to work under minimal supervision.
* Sound analytical, process and problem solving ability.
* Excellent interpersonal skills with the ability to develop and maintain positive working relationships with people at all levels within and outside the organisation.
* Ability to monitor multiple activities and to negotiate and meet deadlines.
* Ability to maintain and respect confidentiality.
* Ability to meet tight deadlines.
* Flexible can-do attitude.
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