**Supplier Relationship Manager – Transformation Programme**

# 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**



**Our Values**



**Working in the 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.

# The outcomes we want to achieve

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| --- | --- | --- |
| New Zealanders get thesupport 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 broad 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 Kei hea te kōmako e kō?Whakatairangitia, rere ki uta, rere ki tai;Ui mai ki ahau,He aha te mea nui o te ao? Māku e kī atu,He tangata, he tangata, he tangata\* | If you remove the central shoot of the flaxbush Where will the bellbird find rest?Will it fly inland, fly out to sea, or fly aimlessly; If you were to ask me,What is the most important thing in the world? I will tell you,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 Transformation Programme is accountable for building and maintaining MSD’s commercial relationships within the programme with key stakeholders and MSD partners who provide high value services to the programme. This role will strategically manage the commercial aspects of those relationships.

This role needs to understand MSD’s business and technology drivers and have an in-depth understanding of market capabilities and suppliers to successfully support the delivery of outcomes. Subject matter expertise across transformation programmes will be essential to work strategically across the business, and with our suppliers.

In collaboration with transformation leads and Improvement, Systems and Technology (IST) this role is responsible for developing, executing and managing; commercial strategies, contract negotiations, onboarding of suppliers and the ongoing management and monitoring of our partner relationships and performance (cost, quality, and delivery) ensuring value for money across MSD.

The Supplier Relationship Manager Transformation Programme must develop a deep understanding of the supplier's business and strategic objectives, adopting a supplier-centric perspective to identify potential issues and risks. This approach will foster collaborative success through open, transparent, and proactive communication, while ensuring alignment with MSD's requirements and priorities.

## Location

National Office, Wellington.

## Reports to

Programme Director Te Pae Tawhiti and 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

[**Stakeholder Relationship Management (RLMT) Level 5**](https://sfia.nz/sfia8/rlmt)

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 5](https://sfia.nz/sfia8/supp)

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 5](https://sfia.nz/sfia8/itcm)

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.

## [Specialist Advice (TECH) Level 5](https://sfia.nz/sfia8/tech)

Providing authoritative advice and direction in a specialist area.

* Provides definitive and expert advice in their specialist area.
* Actively maintains recognised expert level knowledge in one or more identifiable specialisms.
* Oversees the provision of specialist advice by others.
* Consolidates expertise from multiple sources, including third-party experts, to provide coherent advice to further organisational objectives.
* Supports and promotes the development and sharing of specialist knowledge within the organisation.

## Desired skills

[**Supplier Management (SUPP) Level 6**](https://sfia.nz/sfia8/supp)

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

* Develops organisational policies, standards, and guidelines to ensure effective supplier management across the integrated supply chain.
* Defines the approach for commercial communications and the management

of relationships with suppliers.

* Establishes a positive and effective working environment with suppliers for mutual benefit.
* Ensures that resources and tools are in place to conduct bench-marking.
* Reviews supplier analysis and assesses effectiveness across the supply chain.
* Manages risks and assures the quality of the services delivered by suppliers.

## [Contract Management (ITCM) Level 6](https://sfia.nz/sfia8/itcm)

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

* Negotiates and resolves contractual issues, including failure to meet contractual obligations.
* Promotes change control processes and leads variation negotiations when necessary.
* Champions continual improvement programmes, jointly developing strategies and incentives to enhance performance.
* Undertakes comprehensive financial evaluations.
* Ensures non-discriminatory behaviour and legal compliance.
* Ensures that lessons learned from reviews are documented and promoted to all stakeholders.
* Develops broad industry/category credentials as best practice champion.

## 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 5

* Implements and executes policies aligned to strategic plans.
* Performs an extensive range and variety of complex technical and/or professional work activities.
* Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts.
* Engages and coordinates with subject matter experts to resolve complex issues as they relate to customer/organisational requirements.
* Understands the relationships between own specialism and

customer/organisational requirements.

## 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 5

* 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 to 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

* Extensive experience in negotiating and managing large complex agreements through their entire lifecycle, with an emphasis on consulting, technology, software, licensing, and ICT service agreements.
* Significant experience working in a commercial environment in a large complex organisation (ideally across both government and private sectors) and a sound understanding of the Government rules of sourcing.
* Significant experience in successfully building and managing strategic supplier relationships.
* Extensive experience in developing commercial strategies.
* Strong communication skills and proven ability to build and maintain stakeholder relationships, including the ability to influence at a senior level.
* Sound understanding of supplier risks and appropriate mitigations.
* Proven experience working in complex commercial environments for large

transformation programmes.

* Experience of government industry and trends; and being able to understand and apply procurement and commercial requirements in this context.
* Well-developed industry and sector relationships.
* Knowledge of supplier relationship management frameworks and metrics.
* Knowledge and proven application of sourcing and procurement principles

and best practices.

# Key relationships

## Internal

* Transformation Programme Leadership Team
* Supplier Relationship Management Team
* Procurement and Commercial Services
* Business Stakeholders
* Improvement Systems and Technology Team
* Legal Services

## 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