Category Manager

Position Details

Reports to: Strategic Sourcing Manager

Location: ICT Service Centre

District/Service Centre: ICT Service Centre

Shift work/Non shift work: Non shift work

Group: Service Delivery

Remuneration range: Band J

PHPF Level Purpose: Leader/Manager

Employee Type: Police Employee

Direct reports: None

Context

New Zealand Police is the lead agency responsible for reducing crime and enhancing community safety. We work in partnership with individuals, communities, businesses and other public sector agencies to achieve our vision of Safer Communities Together.

Information and Communications Technology Service Centre Group

When it comes to protecting the community, service is everything. At the New Zealand Police, we're leading the world in using technology to ensure that our service to the New Zealand public is all it can and should be. By doing this we provide the right technology in the right way to support Police operations and strategies.

The ICT function within Police is delivered by the Information and Communications Technology Service Centre Group (ICT) and consists of the following teams, working together collegially to deliver on the performance expected by a modern policing operation:

- Business Enablement whose mission is to align ICT to Police strategy, resources and market capability.
- Service Operations whose mission is to ensure that ICT services work for Police operations.
- Information Management and Assurance whose mission is to balance opportunities and risks.
- Technology Development whose mission is to deliver solutions that meet Police's operational needs.

Business Enablement Group

The performance indicators for this group include: Police user satisfaction, project and initiative delivery accuracy (did we meet commitments) and net value created (as defined in business cases). The Group's main functions are:

- Developing a portfolio of initiatives that meet business needs
- Identifying opportunities from partners and other agencies that can be applied to Police
- Designing user centric services that meet Police needs

- Integrated planning; aligning operational priorities, financial and human resources
- Management of key Police ICT Programmes.

Purpose

The purpose of the Service Delivery Group is to transform our service to deliver Our Business.

To support the delivery of these outcomes the Category Manager ensures the commercial and contractual success of Police ICT supplier agreements and relationships.

The purpose of leadership in this role is to lead the tactics for Our Business and enable our people to deliver them.

Accountabilities

1. Look after our people

- Understand the hazards faced by the team and enable them to eliminate or minimise the associated risk.
- Ensure all team accidents, incidents and near misses re reported, investigated and endorsed in MyPolice.
- Proactively manage employee return to work programmes where required.
- Actively encourage and enable Wellness and Safety initiatives and training.

2. Contract Management

Manages and oversees the overall delivery of a portfolio of ICT agreements as follows:

- Ensures the development and implementation of processes to monitor supplier compliance with contract terms and conditions, service level agreements and status of critical deliverables (operational & long term).
- Manages the contract renewal and/or variation process.
- Manages commercial risks throughout the lifecycle of the agreement by engaging with other stakeholders to identify and mitigate risks
- Leads negotiated changes/updates of vendor or strategic partner contracts as required.
- Ensures the necessary contract administration processes are in place/developed to support the management of the account (including but not limited to contract variations, version control, development of and management of a commercial issues register, meeting minutes, proposals, any actions, and correspondence) and are in line with industry standards.
- Recommends and initiates independent audits of vendor or strategic partner performance and contract compliance.
- Ensures endorsement process are maintained so as to ensure that vendor or strategic partner ICT solutions are compliant with financial / technical / legal / regulatory requirements and standards (ensures checks and balances are in place for any probity requirements).
- Initiates billing assurance processes and provide a commercial endorsement for invoices as required.
- Leads commercial meetings with outsourced providers.
- Ensures common understanding of roles and responsibilities of all parties and that Police's expectations of suppliers are adequately communicated.
- Ensures the confidentiality and security of commercially sensitive information.
- Manages any commercial and contract dispute processes to successful resolution.

Procurement

- Manages allocated portfolio of ICT Contracts and associated tendering processes.
- Participates in the entire end to end procurement process, from the initial high level needs analysis, market research, preparing a Procurement Plan and tender documentation, through to evaluation of tenderers' proposals.
- Ensures that the procurement, tendering and contracting process adheres to Police Procurement Policy & Procedures and is robust, open and contestable within the commercial and political environment.
- Manages the debriefing process for both successful and unsuccessful tenderers in line with Government and Police policies and industry best practice.
- Prepares, negotiates and executes strategic contracts, including terms & conditions, agreed Service Level Agreements and Key Performance Indicators.
- Ensures all contracts are in standard form and written in plain English.

3. Service Delivery

- Works closely with other ICT groups to ensure suppliers maintain a professional customer-focused service delivery culture that is service-based and aligned with current IT industry best practices.
- Ensures operational governance mechanisms are in place to ensure Police ICTSC Delivery Managers and suppliers achieve contracted objectives and end-to-end delivery of ICT services, including regular performance measurement against agreed targets.
- Provides input into timely and cost effective delivery of programmes and projects.
- Contributes to the effective use of ICTSC spending on technology and prioritisation of programmes and projects by:
  - Participating in the early development and scoping of opportunities for new initiatives.
  - Ensuring appropriate ICTSC inputs and advice into the prioritisation of ICT initiatives and programmes.
- Assists suppliers to understand and follow Police ICTSC policies, procedures and standards, Initiates and establishes IT support models and Service Levels (SLs) for both new and existing contracts.
- Develops, with the other ICT groups, the required support models that meet the evolving needs of ICT and suppliers and support any new agreements Police enters into.

4. Strategy Development

- Contributes to and develops ICT sourcing strategies.
- Leverages value from our long term relationships to contribute to ICT service and technology strategies and roadmaps.
- Identifies external innovations from existing or potential suppliers and government agencies that could meet the organisation's current and future needs.
- Informs ICT strategies and roadmaps with knowledge and learnings from current supplier agreements and performance.

5. Relationship Management

- Builds sustainable, long term relationships with suppliers that will allow Police to meet the organisation's current and future needs.
- Builds effective working relationships and consults with all relevant stakeholders, as necessary.
- Develops and manages internal business relationships to gain a comprehensive understanding of business requirements.

- Builds and maintains consultative and information sharing networks with key internal and external stakeholder groups.
- Achieves buy-in and commitment from Police management, ICTSC management team and staff to new initiatives and changes.

Additional Requirements

For selection purposes, candidate suitability will be considered in relation to:

1. potential to perform well in the position, given a reasonable period of time for familiarisation and/or training.
2. personal attributes and temperament relevant to the position.
3. general health which will allow for the performance of all duties and functions of the position.

Pre-Employment Checks

- A Children's Worker security check is not required.

Qualifications

- CIPS and ITIL (SO&A) certification preferred.