

POSITION DESCRIPTION

Position Title:	Deputy Manager – Supply
Business Unit/Department:	Procurement & Supply Services (PSS)
Division:	Chief Financial Officer Directorate
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 5 – Level 1 to Level 5 (HS5 to HS33)
Reports To:	Manager – Supply Services; or Director – Supply Services (subject to organisational structure)
Direct Reports:	Supply Coordinators; Inventory & Stores Supervisors; Distribution Team Leaders; Logistics Officers; Warehouse & Receiving Staff
Date Prepared/Updated:	1 July 2026

Position Purpose

The Deputy Manager – Supply provides strategic and operational leadership for the end-to-end supply chain across Western Health. The role is responsible for ensuring the efficient, timely and cost-effective management of inventory, warehousing, receiving, distribution and replenishment of medical, surgical, pharmaceutical and nonclinical supplies.

Working closely with clinical and corporate stakeholders, the Deputy Manager ensures the uninterrupted supply of critical products that support safe, high-quality patient care. The position is accountable for operational performance, financial stewardship, workforce leadership, regulatory compliance, risk management and continuous improvement.

The role plays a key leadership function in driving innovation, improving service delivery and developing resilient supply chain operations aligned with Western Health's strategic objectives and Best Care framework.

Business Unit Overview

The Procurement Services Department works towards ensuring the effective and efficient procurement of goods and services and provides a pivotal point to assist Western Health in achieving consistent, transparent and accountable procurement outcomes and contract administration. The Department proactively pursues and introduces best-practice procurement and supply processes, ensuring compliance with agreed procedures, legislation and ongoing management of major contracts.

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The Department is also responsible for Supply Services, including receiving, warehousing, distribution, inventory management, stock replenishment and the movement of medical consumables to wards and clinical functional stores. Procurement & Supply Services aligns supply chain services with Western Health's current and forecast strategic requirements while delivering efficiency, resilience and value for money.

Key Responsibilities

The Deputy Manager – Supply is responsible for leading and coordinating operational supply chain services across Western Health.

Operational Leadership:

- Provide leadership for all operational supply chain functions across the health service.
- Ensure the continuous availability of clinical and non-clinical supplies to support patient care.
- Develop and implement operational plans aligned with organisational priorities.
- Monitor operational performance and identify opportunities for service improvement.
- Lead supply continuity planning during emergencies, disasters and critical incidents.
- Establish and monitor service standards and operational KPIs.
- Promote operational excellence through innovation and best practice.

Inventory Management:

- Lead inventory planning and optimisation strategies.
- Maintain appropriate stock levels while reducing excess inventory and waste.
- Ensure inventory accuracy through effective governance and stock control processes.
- Manage obsolete, expired and slow-moving inventory in accordance with policy.
- Implement initiatives that improve inventory visibility and stock integrity.
- Monitor inventory performance using data analytics and reporting.

Logistics, Warehousing and Distribution:

- Manage warehouse operations, receiving, distribution and transport services.
- Ensure timely and accurate delivery of supplies across all clinical and support services.
- Optimise logistics processes through Lean methodologies and technology.
- Monitor supplier delivery performance and internal service standards.
- Improve warehouse efficiency, storage utilisation and distribution performance.
- Ensure appropriate handling of temperature-sensitive and regulated products.

Financial Management:

- Develop, monitor and manage operational budgets.
- Identify and deliver cost-saving initiatives without compromising patient care.
- Monitor expenditure against budget targets and ensure responsible use of organisational resources.
- Support contract performance monitoring and supplier value management.
- Deliver measurable value-for-money outcomes through effective supply chain management.

Leadership and People Management:

- Lead, coach, mentor and develop a high-performing operational workforce.
- Foster a culture of accountability, collaboration, innovation and customer service.
- Manage workforce planning, recruitment, performance development and succession planning.
- Promote staff wellbeing, engagement, workplace safety, continuous learning and professional development.
- Encourage a positive, respectful and inclusive workplace culture.

Stakeholder Engagement:

- Develop productive relationships with clinicians, executives, suppliers and external partners.
- Collaborate closely with Procurement, Finance, Pharmacy, Sterile Services and Clinical Departments.
- Provide expert operational advice on supply chain matters.

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- Participate in organisational projects and service redesign initiatives.
- Represent Supply Services on relevant committees and working groups.

Quality, Risk and Compliance:

- Ensure compliance with legislation, procurement regulations, accreditation standards and organisational policies.
- Identify operational risks and implement effective mitigation strategies.
- Lead investigations into supply incidents and implement corrective actions.
- Maintain governance systems that support audit readiness.
- Contribute to emergency preparedness and business continuity planning.

Continuous Improvement:

- Lead operational improvement projects across Supply Services.
- Use performance data and analytics to improve operational outcomes.
- Drive automation and digital transformation initiatives.
- Benchmark operational performance against industry best practice.
- Promote innovation and continuous improvement throughout the supply chain.

Key Result Areas:

- Maintain supply availability above 98%.
- Maintain inventory accuracy above 98%.
- Reduce inventory holdings while maintaining service levels.
- Achieve operational budgets within approved targets.
- Improve supplier performance and delivery compliance.
- Achieve customer satisfaction, staff engagement and retention objectives.
- Maintain compliance with accreditation, audit, legislative and workplace health and safety requirements.
- Successfully deliver continuous improvement initiatives.

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

- Nursing
- Procurement Services
- Finance Department
- Pharmacy
- Sterile Services
- Facilities Management
- Information Technology
- Clinical Departments
- Other internal stakeholders as required

External:

- Suppliers and distributors
- Government agencies
- HealthShare Victoria and other health purchasing organisations
- Logistics providers
- Industry partners
- Professional associations
- Other external stakeholders as required

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Core Capabilities	
Capability Area	Description
Strategic Leadership	Sets clear direction, aligns operational priorities with organisational strategy and leads confidently through complexity and change.
Operational Excellence	Drives reliable, efficient and transparent supply chain services using data, technology and best-practice processes.
People Leadership	Builds capability, accountability, engagement and an inclusive high-performing culture.
Decision Making and Risk	Exercises sound judgement, identifies operational risk and acts decisively to protect patient care and service continuity.
Stakeholder Partnership	Builds trusted relationships and communicates effectively with clinical, corporate, supplier and government stakeholders.
Selection Criteria	
Essential: • Experience in Supply Chain Management, Procurement, Business, Logistics, Health Management or a related discipline. • Demonstrated experience managing supply chain operations within a large and complex healthcare organisation. • Proven leadership experience managing multidisciplinary operational teams. • Extensive knowledge of inventory management, warehousing, logistics and distribution. • Demonstrated experience managing operational budgets and delivering cost efficiencies. • Excellent stakeholder engagement, communication and negotiation skills. • Highly developed analytical, planning and problem-solving skills. • Demonstrated experience leading organisational change and continuous improvement initiatives. • Knowledge of healthcare accreditation standards, procurement legislation and governance requirements. • Advanced proficiency in ERP systems and Microsoft Office applications. Desirable: • Experience in Supply Chain Management, Business Administration or Health Management. • Experience with SAP, Oracle, TechnologyOne or equivalent ERP platforms. • Lean, Six Sigma or Continuous Improvement certification. • Membership of a recognised procurement or supply chain professional association. • Experience within public health procurement and supply chain management.	
Additional Requirements	
All employees are required to: • Obtain a police/criminal history check prior to employment • Obtain a working with children check prior to employment (if requested) • Obtain an Immunisation Health Clearance prior to employment • Report to management any criminal charges or convictions you receive during the course of your employment • Comply with relevant Western Health clinical and administrative policies and guidelines. • Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures • Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health • Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health	

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- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), Occupational Health and Safety (Psychological Health) Regulations 2025, the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, Part 5A of the Family Violence Protection Act 2008 and Part 6A of the Child Wellbeing and Safety Act 2005.
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: _____

Employee's Signature: _____ Date: _____

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