

## Position Description

<b>Position title</b>	Purchasing Officer
<b>Department / Division</b>	Procurement & Supply Chain Corporate Services Divison
<b>Classification</b>	Grade 3 Year 1 – Grade 3 Year 5 (AO31 - AO35)
<b>Position reports to</b>	Associate Director Commercial
<b>No. of direct &amp; indirect reports</b>	Nil
<b>Location</b>	The Royal Children's Hospital, Flemington Road, Parkville
<b>Risk category</b>	Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently

<b>The Royal Children's Hospital</b>
<p>The Royal Children's Hospital's (RCH) vision is A world where all kids thrive.</p> <p>RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.</p> <p>RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria, Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.</p> <p>We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards <a href="https://www.rch.org.au/quality/child-safety/">https://www.rch.org.au/quality/child-safety/</a>.</p> <p>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.</p> <p>Further information on RCH is available at <a href="http://www.rch.org.au">www.rch.org.au</a></p>

<b>ROLE CONTEXT</b>
The Purchasing administrator is part of the Purchasing team and manages the purchasing processes in a dynamic healthcare setting. Key responsibilities include order management, liaising with vendors and adhering to the

purchasing and procurement policies set within the Royal Children's Hospital and health partners such as Health Share Victoria.

## ROLE PURPOSE

The Purchasing Officer at The Royal Children's Hospital is responsible for coordinating the procurement of goods and services to support the hospital's high-quality healthcare and research efforts. Working within the Purchasing team, this role ensures all procurement aligns with RCH's mission to provide exceptional care to children and young people. The Purchasing Officer collaborates with internal teams and external suppliers to meet organizational standards, contributing to RCH's continued success in paediatric healthcare, education, and innovation. This involves aligning activities with best practices and adhering to organizational policies and procedures.

## KEY ACCOUNTABILITIES

### Administration

- Manage and maintain the catalogue of commonly used products and services, ensuring accurate listings and pricing through regular updates and data cleansing.
- Process requisitions in the Procure to Pay System, management and track procurement activities efficiently within the system.
- Oversee the end-to-end procurement process, from requisition to delivery, ensuring adherence to The Royal Children's company policies, regulations, and Health Share policies.
- Conduct comprehensive analysis of market conditions and supplier offerings to strategically negotiate and establish blanket purchasing agreements.

### Customer Service

- Build and maintain strong relationships with suppliers to ensure the timely and quality delivery of goods and services as well as resolve any invoicing and payment issues.
- Check stock availability with suppliers, sourcing alternatives when needed, and communicate relevant backorder information to end users.
- Collaborate with various departments to understand their procurement needs and facilitate the timely acquisition of goods and services.
- Provide training and support to team members and the organisation in the Procure to Pay System with functionalities to ensure optimal utilization of the platform.
- Guide the requestors through one-off requests where no listed product exists, advising on the most suitable course of action and providing assistance as needed.

### Quality

- Manage product recalls and support the identification of savings and consolidation opportunities with the Procurement Teams.
- Hold suppliers accountable against Key Performance Indicators (KPIs) and assist in their management.
- Identify opportunities for cost savings and process improvements within the procurement function.

### Teamwork

- Actively participate as a team member to consistently uphold service excellence and support collaborative teamwork, while working under routine supervision. Foster open communication and collaboration with team members to ensure efficient procurement processes.
- Assist in training and mentoring direct team members, cross functional teams and the organisation, promoting a positive and inclusive environment.
- Work closely with other departments to ensure seamless coordination of purchasing activities and alignment with hospital needs.

## QUALIFICATIONS AND EXPERIENCE

### Essential

- Technical/ administration training with several years' experience or equivalent work experience
- Proficiency in using Procure to Pay Software, or similar platforms.
- Computer literacy in Microsoft Suite of Programs (Excel, Word, Outlook, PowerPoint).
- Experience in continuous improvement
- Demonstrated experience in solving business problems.

### Desirable:

- Experience as a Purchasing Officer, Purchasing/Procurement team or in a similar role.
- An understanding of the healthcare sector

## KEY SELECTION CRITERIA

- Strong customer service skills with the ability to build and maintain effective working relationships across the organisation, ensuring a high level of service to customers and stakeholders.
- Demonstrated ability to work collaboratively within a team environment, cooperating effectively to achieve shared goals.
- Highly developed organisational and planning skills, with the ability to manage multiple tasks, work under pressure, and meet deadlines.
- Solutions-oriented, proactive, flexible, and adaptable, with a proven track record of creatively solving challenges and improving processes.
- Excellent verbal communication and interpersonal skills, with strong attention to detail and the ability to engage confidently with diverse stakeholders.
- Demonstrated computer literacy and proficiency in using relevant software and digital tools to support work functions.
- Demonstrated commitment to work and contribute as part of a team.
- Demonstrated proficiency in the use of established administrative processes

## OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment

- Employees are required to maintain a valid Working with Children Check throughout their employment
- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

### IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Curious - We are creative, playful and collaborative
- Courageous - We pursue our goals with determination, ambition and confidence
- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together
- Kind - We are generous, warm and understanding

### RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

### QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

**The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.**

Position description last updated

October 2025