



APPLICANT PACK

Manager Procurement Capability & Performance

City of Gold Coast



RECRUITING FOR:

CITY OF
GOLDCOAST™

CONTACT

Angie Simmonds
Principal Talent Consultant
Leading Roles

☎ 0476 861 300

✉ angie.simmonds@leadingroles.com.au

Be part of shaping the
future of Gold Coast



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We respectfully acknowledge the Traditional Owners, the Yugambah language region of the Gold Coast, as the custodians of the land and waters, on which we work, live and play. We pay respects to the broader First Nations community and to Elders, past, present and emerging and acknowledge their continuing culture and contribution to the life of the region.



The Opportunity

The City of Gold Coast is undergoing a major transformation in procurement governance, analytics, and capability development to align with best-practice procurement principles. As part of this initiative, the Manager Procurement Capability and Performance will play a crucial role in ensuring robust procurement governance, developing procurement intelligence, and enhancing supplier segmentation and reporting.

Reporting to the Chief Procurement Officer, this role will lead a team of approximately 23 staff, focusing on continuous improvement, compliance, analytics, and performance reporting. The position requires an individual with expertise in procurement analytics, governance, supplier management strategies, and compliance frameworks to drive procurement excellence and deliver optimal value to the City. The successful candidate will also oversee a procurement helpdesk function, ensuring efficient issue resolution and process support for stakeholders across the organisation.

This is an opportunity for a procurement governance expert to contribute to best-practice procurement processes, ensuring strategic alignment with the City's broader objectives while fostering data-driven decision-making and procurement intelligence.

Role Purpose

The Manager Procurement Capability and Performance is responsible for leading the governance, analytics, helpdesk, and procurement capability functions, ensuring procurement strategies are well-informed, compliant, and strategically aligned. The role requires an individual with strong strategic procurement experience, analytical, and leadership capabilities to drive procurement transformation and performance improvements across the City.



Key Responsibilities

1. Procurement Governance and Compliance

- Develop and implement procurement governance frameworks, ensuring compliance with legislative, policy, and probity requirements.
- Establish a risk/value matrix for reviewing procurement transactions, ensuring proportional governance oversight.
- Lead automation initiatives to improve procurement processes, reducing administrative burden while enhancing compliance.
- Provide expert advice on risk management, policy development, and governance strategies.
- Oversee the implementation of compliance monitoring systems, ensuring adherence to procurement policies and procedures.

2. Procurement Intelligence and Analytics

- Develop advanced procurement analytics and reporting tools, providing insights to inform procurement strategies and decision-making.
- Implement performance measurement frameworks, tracking procurement outcomes against strategic goals.
- Use data-driven insights to optimise supplier relationships, segment suppliers, and drive value for the City.
- Establish supply chain risk management frameworks, ensuring robust procurement planning and supplier management.

3. Procurement Helpdesk Function

- Oversee the procurement helpdesk, providing guidance and support to internal stakeholders on procurement processes, policies, and compliance requirements.
- Develop helpdesk service standards and performance metrics, ensuring timely and effective issue resolution.
- Enhance helpdesk capabilities by implementing knowledge-sharing tools, automation, and self-service resources.
- Ensure procurement helpdesk activities align with the City's overall procurement objectives, delivering a seamless and efficient support service.



Key Responsibilities continued..

4. Supplier Segmentation and Relationship Management

- Create a tiered supplier management strategy, categorising suppliers based on spend, risk, and strategic value.
- Develop structured engagement models to optimise supplier performance and enable supplier-based innovation.
- Lead initiatives to strengthen supplier relationships and contract performance monitoring, ensuring alignment with the City's procurement objectives.
- Provide transparent and structured feedback to both successful and non-successful bidders, improving supplier engagement and industry partnerships

5. Strategic Planning and Continuous Improvement

- Drive a culture of continuous improvement by implementing innovations in contract lifecycle management, leveraging digital tools, and enhancing procurement processes.
- Lead efforts to standardise contract documentation, improve efficiency in contract execution, and streamline contract performance reporting.
- Ensure alignment with the City's broader strategic objectives, including infrastructure investment, community service delivery, and sustainability initiatives.

6. Stakeholder Engagement and Policy Development

- Collaborate with internal stakeholders, including executive leadership, finance, and risk teams, to align procurement governance with strategic priorities.
- Develop procurement policies and guidelines, ensuring clarity, accessibility, and ease of implementation for staff.
- Act as a trusted advisor on procurement governance, ensuring policy alignment with legislative requirements and Council objectives.
- Lead strategic initiatives to enhance procurement reputation and engagement across key industry and government stakeholders.

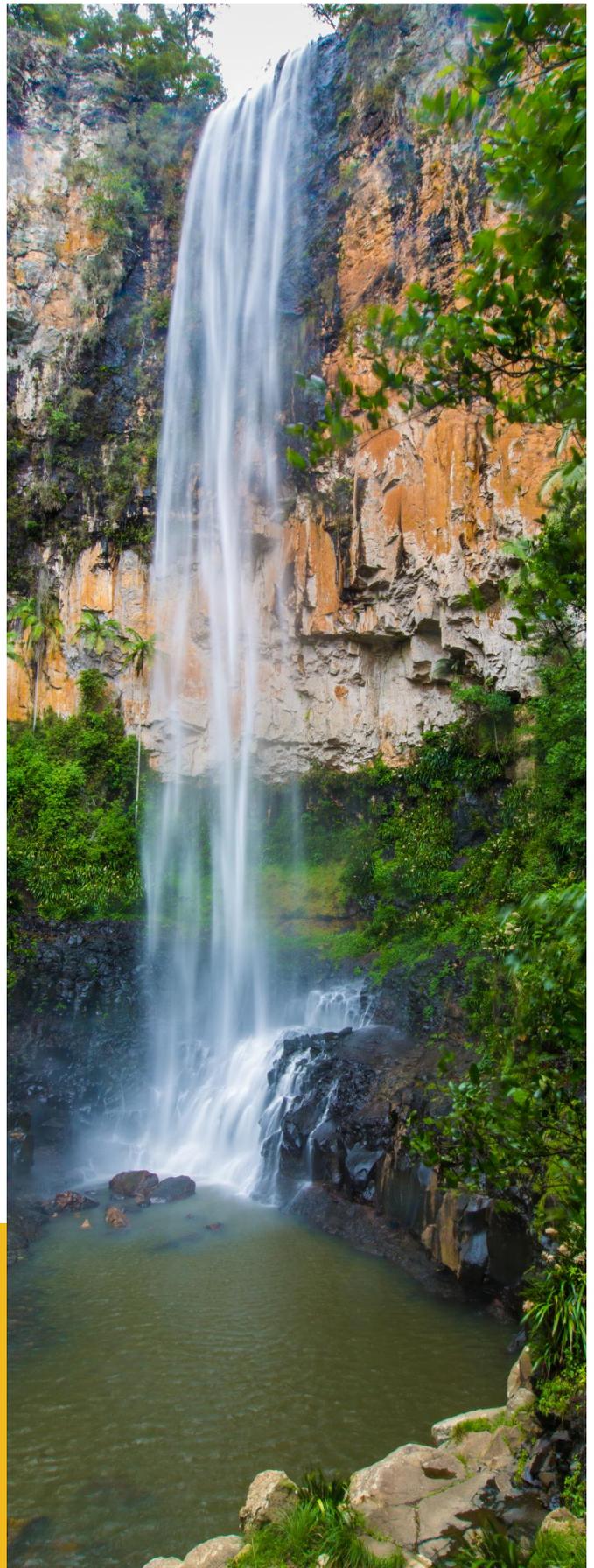
Key Working Relationships

Internal Stakeholders

- Chief Procurement Officer
- Senior Leadership Team
- Finance, Risk, and Legal Teams
- Contract Management and Sourcing Units

External Stakeholders

- Suppliers and Contractors
- Federal and State Government Agencies
- Industry Bodies and Local Government Procurement Networks
- Community and Business Stakeholders





Key Challenges and Opportunities

Challenges

- Managing procurement governance in a complex regulatory environment, ensuring full compliance with legislative requirements.
- Embedding a data-driven approach to procurement, ensuring analytics and reporting support strategic decision-making.
- Driving cultural change within procurement functions, ensuring procurement governance is seen as an enabler rather than a barrier.
- Balancing cost efficiency, supplier innovation, and procurement compliance to deliver optimal value for the City.

Opportunities

- Leading procurement governance transformation, ensuring policies and frameworks align with best-practice procurement methodologies.
- Strengthening supplier relationships through structured engagement strategies, fostering long-term strategic partnerships.
- Leveraging procurement analytics and intelligence, providing actionable insights to enhance procurement performance.
- Contributing to major procurement initiatives linked to the 2032 Olympic and Paralympic Games, ensuring procurement strategies align with global best practices.



Success Measures

The successful candidate will be expected to demonstrate the following within the first 12-24 months:

- Implementation of a structured procurement governance framework, ensuring clarity in policies and compliance measures.
- Development of robust procurement analytics tools, enabling data-driven procurement decision-making.
- Improved supplier segmentation, ensuring strategic supplier partnerships deliver measurable value to the City.
- Strengthened internal stakeholder engagement, ensuring procurement capability initiatives align with organisational needs.
- Demonstrated leadership in procurement capability uplift, with clear improvements in procurement professionalism and knowledge.



Qualifications, Skills & Attributes

Essential Qualifications

- Bachelor's degree in Business, Procurement, Supply Chain Management, or a related field.
- Extensive experience in procurement governance, compliance, and performance management within large organisations.
- Strong background in strategic procurement experience, data analytics, procurement intelligence, and supply chain risk management.
- Proven ability to develop and implement procurement policy and compliance frameworks.
- Exceptional stakeholder engagement skills, with the ability to influence and drive evidence-based procurement decisions.
- Demonstrated leadership experience, with the ability to drive continuous improvement and capability development.

Desirable Qualifications

- Postgraduate qualification in Procurement, Business Administration, or Compliance Management.
- Membership with a recognised procurement body, such as Chartered Institute of Procurement & Supply (CIPS).
- Experience in public sector procurement and governance frameworks

Note: You must be an Australian Citizen or hold the appropriate visa to work in Australia to apply for this role. Leading Roles will undertake checks to confirm your right to work in Australia at the offer stage.



Selection Criteria

1. Demonstrated ability to develop and implement procurement governance frameworks ensuring compliance with legislative, policy, and probity requirements.
2. Proven experience in utilising procurement analytics and intelligence to inform strategy, optimise supplier relationships, and drive performance improvements.
3. Strong leadership skills with the ability to manage a multidisciplinary team, drive continuous improvement, and uplift procurement capability across the organisation.
4. Exceptional communication and negotiation skills to collaborate effectively with internal stakeholders, suppliers, and external partners, ensuring procurement aligns with strategic priorities.
5. Expertise in supplier segmentation, contract performance monitoring, and structured engagement models to enhance supplier relationships and maximise value for the City.



Remuneration and Benefits

The City of Gold Coast offers generous employee benefits including flexible work options to enhance work and life balance, generous superannuation and a social club. To find out more about employee benefits [click here](#).

The City of Gold Coast offers an attractive remuneration package, including:

- Salary: \$189,000
- Car Allowance: \$30,000
- Superannuation contributions in accordance with government standards.
- Professional development opportunities, including access to procurement certifications and leadership training.
- Flexible work arrangements, supporting work-life balance.
- The opportunity to lead high-profile procurement governance initiatives, contributing to the City's long-term procurement transformation strategy.

The Manager Procurement Capability and Performance role is a unique opportunity for a procurement governance leader to shape the future of procurement compliance, analytics, and capability within the City of Gold Coast.

If you are a procurement governance professional with expertise in policy development, compliance, analytics, and supplier management, we encourage you to apply and be part of this transformative journey.



About Council

The City of Gold Coast is the second largest local government in Australia and serves a community of approximately 650,000 residents. The council employs around 4,500 staff and has an annual budget of \$2.2 billion.

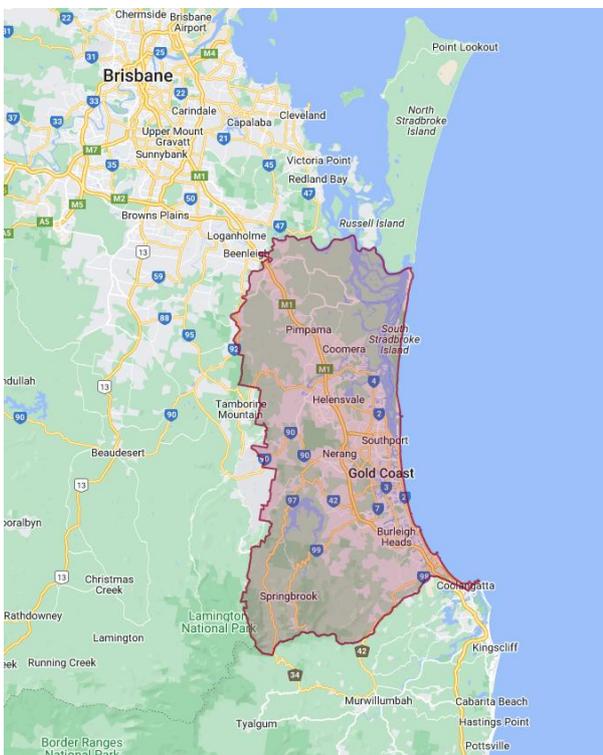
The City of Gold Coast is divided into fourteen (14) divisions and encompasses the entire Gold Coast region which stretches along the southeastern coast of Queensland. The region includes diverse communities such as Surfers Paradise, Broadbeach, Burleigh Heads, Coolangatta and many others.

The region is known for its vibrant tourism industry, beautiful beaches and a growing population, currently estimated at 647,824 residents (2022).

The City of Gold Coast covers an area of more than 1,400 square kilometres with commercial and urban development, over 55 kilometres of beaches, more than 270 kilometres of navigable waterways and a world heritage forest.

The council plays a crucial role in fostering economic growth and development in the region. It supports local businesses, promotes tourism, attracts investment, and works to create employment opportunities.

The Gold Coast has a diverse economy, with sectors such as tourism, hospitality, construction, education, health, and professional services playing significant roles.



Links to Council Information





Living in the Region



Housing

Housing on the Gold Coast is diverse, offering a range of options to accommodate the needs and preferences of its residents. Property prices can vary significantly depending on factors such as location, property type, size, and proximity to amenities. Beachfront and waterfront properties, as well as those in highly sought-after suburbs, tend to command higher prices.



Educational Facilities

The City of Gold Coast is well-served by both state and private school facilities, there are more than 100 schools throughout the region. For those wishing to further their education, there are three universities and several Queensland TAFE campuses along with other independent tertiary education facilities all located throughout the City of Gold Coast.



Healthcare

There are excellent medical facilities in the region with both public and private hospitals readily available including Gold Coast University Hospital, Robina Hospital and the Varsity Lakes Day Hospital. The region is home to medical centres, private health centres, dental practices, aged care facilities and other traditional and non-traditional medical practitioners.



Living in the Region



Shopping & Dining

The City of Gold Coast is abundant with shopping choices, from major shopping centres to quaint boutiques and art galleries. The dining is second to none in the region, with fresh local produce and dining options ranging from fast food and cafe dining to 5-star restaurants.



Sports & Recreation

The Gold Coast City is spoilt for choice with excellent sports and recreational facilities, and many sporting clubs in the region including football, netball, soccer, rugby union and tennis to name a few. If you prefer more leisurely pursuits and getting outdoors the region is a haven for exploring local beaches, national parks and local waterways.



Getting Around

Gold Coast City is located approximately 1 hour and 15 minutes south of Brisbane and 41 minutes north of Tweed Heads by road. Located in the suburb of Coolangatta, the Gold Coast Airport is the primary airport serving the region. It is situated close to the Queensland-New South Wales border and is approximately 25 kilometres south of Surfers Paradise. The airport offers domestic and international flights, connecting the Gold Coast to various destinations within Australia and overseas.

Destination Gold Coast



Recruitment Process and Timeframes



How To Apply?

Please submit your application via the Leading Roles website. Please upload:

- Your CV
- A covering letter addressing the [Selection Criteria](#)



Evaluation Process

Leading Roles and City of Gold Coast will determine a shortlist of suitable applicants based on desktop review of applications and initial interviews with a select group of applicants.

Applicants that have been shortlisted will be advised and asked to attend an interview with the interview panel. City of Gold Coast may elect to undertake further interviews as required.

Preferred / shortlisted applicants may be required to undertake psychometric assessments to assist in understanding the working preferences and attributes and potential fit to the role.

Following the selection of a preferred applicant the City will require further checks including reference checks, criminal history and medical assessments.



Indicative Timeframes



Applications Open

- Week Commencing Monday 10 March 2025



Applications Close

- 5:00 pm Monday 31 March 2025



Initial Assessment

- Week Commencing 31 March 2025



Council Interviews

- Week Commencing 7 April 2025

*Note these timeframes are indicative only and may change subject to the outcomes of the recruitment process, council staff and candidate availability.

Privacy Information

Leading Roles is collecting your personal information in accordance with the Information Privacy Act for the purpose of assessing your skills and experience against the position requirements. The information you provide in your application will only be used by employees of Leading Roles. Your information will be provided to authorised Council Officers, including Human Resources and the relevant selection panel members. It will not be given to any other person or agency unless you have given us permission, or we are required by law.



What Happens Next?

At Leading Roles, we prioritise candidate care and engagement throughout the recruitment journey. The process typically takes 6 to 8 weeks, from submission of your application, and we strive to keep you informed with regular updates.

While feedback may not be immediate, we assure you that we will contact you with updates and relevant information as soon as possible. The schedule below indicates when you will hear from us. Thank you for your understanding as we carefully manage a high volume of applicants and coordinate with client schedules.

Stage	What to Expect
Week 1-3 Application Stage	<ul style="list-style-type: none"> • Application Acknowledgment: Prompt acknowledgement of your application.
Week 4 Initial Interviews	<ul style="list-style-type: none"> • Applicant Review: We work closely with our clients to determine longlisted applicants that match the requirements for the role. • Video Conference Interviews: Initial interviews with longlisted applicants. • Feedback: Shortlisted applicants agreed with client. Feedback provided to applicants.
Week 5 & 6 Client Interviews	<ul style="list-style-type: none"> • Preparation: Shortlisted candidates receive a briefing prior to client interview. • Panel Interviews: Consultants facilitate client interviews, at the discretion of the client, online or in-person. • Feedback: Post-interview feedback provided to candidates.
Week 5 & 6 Verification	<ul style="list-style-type: none"> • Checks: Simple online verification, including: <ul style="list-style-type: none"> ◦ Reference Checks ◦ Criminal History and Right to Work Checks ◦ Psychometric Assessments (if requested by client)
Week 6 Offer & Negotiation	<ul style="list-style-type: none"> • Negotiation: Consultant to support salary negotiations. • Engagement: Direct candidate engagement with the Council for contract questions and onboarding.
Week 6 to 8 Project Finalisation	<ul style="list-style-type: none"> • Future Opportunities: If unsuccessful, with your permission, you'll be added to our Talent Pool for future opportunities.
Post Placement	<ul style="list-style-type: none"> • Check-in: Regular check-ins throughout the first year.



ANGIE SIMMONDS

Principal Talent Consultant



Angie's experience is primarily as an internal recruiter, working in both the blue- and white-collar spaces. Initially studying law, Angie realised that while people engagement was important in her career path, she wanted to influence people's lives in a different way. In 2015, Angie found herself in a Recruitment role and that's when she found her passion.

She loves that recruitment can be challenging, but also that you get to engage with all different types of people and personalities and ultimately change lives. Angie enjoys relationship building, learning and delivering high quality outcomes for candidates and clients.

CONTACT

☎ 0476 861 300
✉ angie.simmonds@leadingroles.com.au
🌐 leadingroles.com.au

Client Rating ★★★★★

Candidate Rating ★★★★★



ATTACHMENT

Position Brief

Manager Procurement Capability and Performance

OS1216

Department name	Branch name	Position classification	Position location	Number of direct reports	Line manager position title
Business Services	Chief Procurement Office	Manager	NA	4	Chief Procurement Officer

Position Overview

The Manager Procurement Capability and Performance is responsible for ensuring robust procurement governance exists and for developing procurement intelligence through enhanced stakeholder engagement, procurement analytics, supplier segmentation and reporting.

The role will manage a team of approximately 23 staff and report to the Chief Procurement Officer.

Key working relationships

- The Manager Procurement Capability and Performance will work closely with the Chief Procurement Officer and the Senior Leadership Team providing procurement management advice, guidance and solutions.
- The incumbent will liaise with internal stakeholders from across the organisation as part of driving optimal Procurement outcomes for the City
- The incumbent will liaise with various external stakeholders including but not limited to:
 - General public, residents and ratepayers
 - Federal and State Government Departments and Agencies
 - Other Local Governments and Boards
 - Businesses, Private Enterprise
 - Relevant Community Groups and organisations
 - Contractors and Consultants



Manager Procurement Capability and Performance

OS1216

Department name	Branch name	Position classification	Position location	Number of direct reports	Line manager position title
Business Services	Chief Procurement Office	Manager	NA	4	Chief Procurement Officer

Roles and responsibilities

- Accountable for leading a multi-disciplinary Business Unit comprised of approximately 23 staff, including embedded resources who are responsible for capability uplift, internal and external engagement, policy and governance, reporting & analytics, and purchasing, driving continuous improvement to achieve best practice.
- Drive high safety and wellbeing awareness and a culture of care and respect for the work environment.
- Maintain up to date, thorough and comprehensive knowledge of relevant legislation (statutory and regulatory requirements), policies and procedures as they relate to the Branch.
- Provide timely and quality procurement and contractual analytics to inform procurement and contract management strategies and to achieve best practice.
- In consultation with the Procurement Leadership Team, create a tiered supplier management strategy aligned with key business objectives and supported by rigorous supply analytics to optimise the supply chain, enable supplier-based innovation, and mitigate future risks.
- Implement a comprehensive segmentation framework based on factors such as spend, risk, and criticality of supply to identify strategic suppliers and guide investment in their development and relationship management.
- Continuously monitor performance and benefits realisation against business plans to evaluate the success of the supplier development program in enhancing value for money and service delivery outcomes.
- Develop structured engagement and governance strategies to ensure effective management of procurement services, supplier relationships, enabling the City to achieve preferred customer status and fully realise the benefits of these relationships. This will include developing an effective mechanism for providing transparent feedback to successful and non-successful bidders and increasing the visibility of the pipeline of work where the industry can partner with Council.
- Provide advice and assurance to ensure internal procurement business processes and documents are compliant with legislation and policy.
- Provide guidance and assistance to City staff on business led procurement activity to ensure optimal outcomes, while monitoring controls to ensure compliance.
- Prepare and present data and reports for Council according to legislative reporting requirements.



Manager Procurement Capability and Performance

OS1216

Competencies

Competency	Competency definition	Level	Level definition
Leading People	Lead people to build a positive and productive organisation aligned to or City Vision	Managerial	Develop leaders at all levels, creating and maintaining a leadership and development culture and promoting performance partnering.
Influencing and Partnering	Build internal and external relationships, developing connections that shape our future	Tactical	Builds and sustains long-term professional and strategic relationships with key stakeholders. Shapes peoples' thinking by discussing ideas, practices and decision, both prospectively and retrospectively. Provides advice and guidance on best practice.
Executing Vision	Understand and develop strategic direction, exercising decision-making that delivers the City Vision	Managerial	Shape the organisation's vision through plans and projects that deliver priority outcomes.
Business Acumen	Understand, plan and apply commercial processes in order to optimise value, mitigate risk and maximise results	Tactical	Uses technical knowledge and understanding of business functions and operations to ensure services are effectively and efficiently delivered. Identifies opportunities and makes recommendations, to improve business systems and processes
Good Governance	Maintain a holistic perspective, understanding and applying policy, legislation and contemporary systems and processes	Managerial	Promotes a culture of quality, efficiency and awareness to ensure compliance, contemporary processes and competitive service.
Portfolio Management	The centralised management of one or more portfolios, which includes identifying, prioritising, authorising, managing, and controlling projects, programs and other related work to achieve specific strategic business objectives.	Managerial	Delivers services and links programs of work to the overarching strategies for a Branch. Comprehensively applies portfolio management methodology for internal function of a Branch.

Mandatory qualifications / requirements

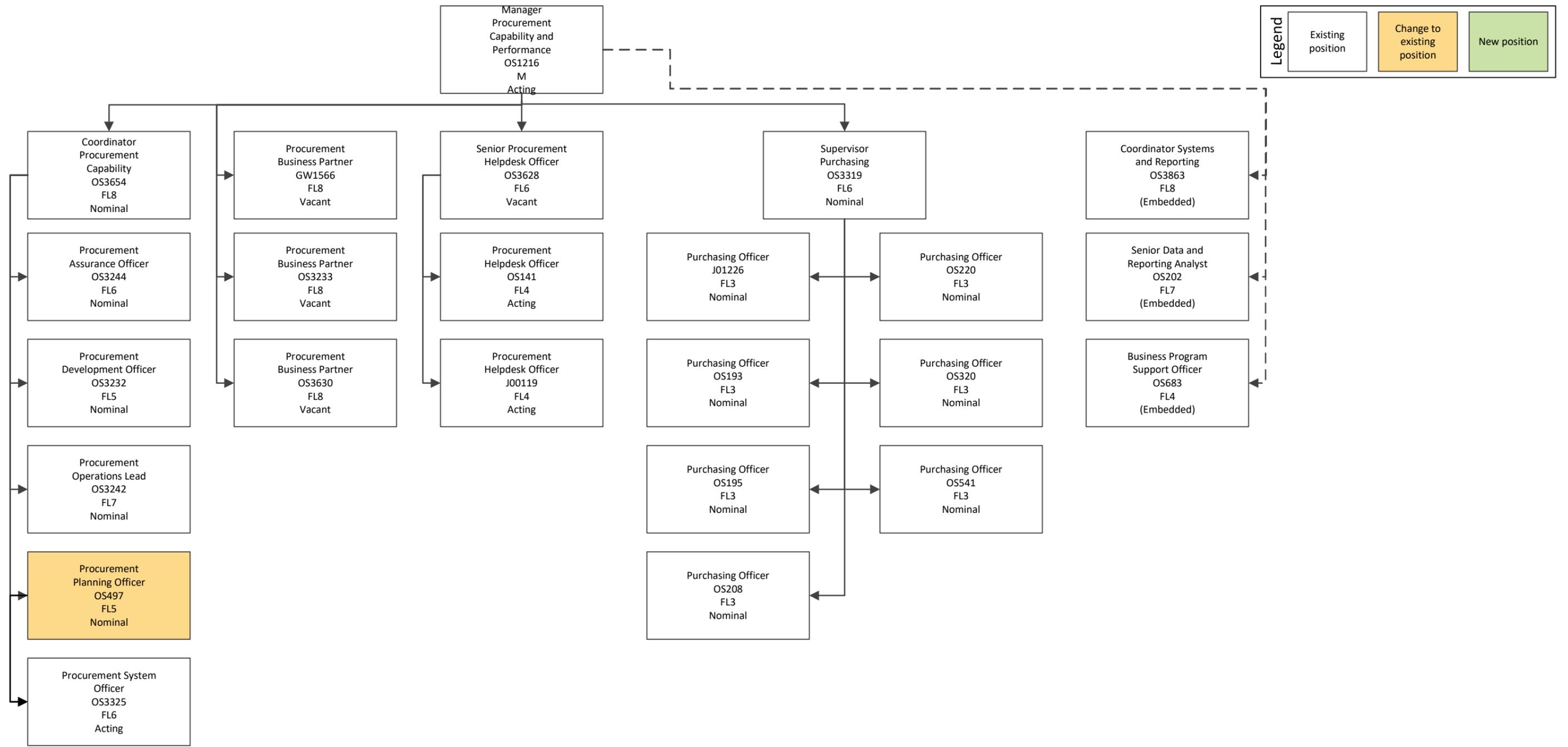
- Bachelor Degree in Business, Procurement or equivalent experience
- Demonstrated experience and Procurement Governance and Performance Management preferably in large government or corporate environments
- Comprehensive understanding (or the ability to acquire) of the City's strategic business requirements and legislative requirements as they related to procurement
- Proven capability to contribute to and successfully participate in service and capability improvements in a large, diverse organisation
- Proven leadership experience within a multi-disciplinary organisation including the ability to develop and motivate staff, provide expert advice, and establish and monitor outcomes and procedures
- Strong interpersonal skills with effective communication and negotiation skills to establish and maintain effective relationships with suppliers and internal stakeholders, to drive continuous improvements that result in value for money outcomes for the City.
- Strong analytical, problem solving and investigative skills with the ability to implement, monitor and evaluate strategies, policies and methodologies that will deliver value to Council
- A demonstrated commitment to safety from both a leadership and personal perspective





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Organisational Chart





Leading Roles

People ▶ Performance ▶ Partners

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