POSITION DESCRIPTION

Reporting and System Support Officer

POSITION DETAILS

Position Title   Reporting and System Support Officer

Classification   HEW 5

Position Number   7011874

School/Office   Office of Finance

Division   Division of the Chief Operating Officer

POSITION PURPOSE

The Reporting and System Support Officer provides procurement reporting and operational system support for the Procurement Services team.

The role undertakes procurement-specific system activities, including maintaining reports and dashboards, managing catalogues, supporting procurement workflows, reflowing procurement requests, and assisting with updates to procurement forms and fields as required.

The role works with the Finance Systems team and ITDS to support procurement system testing, user acceptance activities, and resolution of operational system issues affecting procurement processes. The role contributes to the effective operation and ongoing improvement of procurement systems and processes, supporting accurate data, process efficiency and visibility across procurement activity.

KEY ACCOUNTABILITIES

1. Provide operational support for procurement systems, including day-to-day troubleshooting, request reflow and user assistance, lodge work requests/issues with the Finance Systems Team.
2. Maintain and update procurement system fields, forms, catalogues and workflows to support business requirements.
3. Run procurement reports and maintain dashboards to support operational and management reporting needs.
4. Develop and enhance procurement reporting covering spend, supplier performance, KPIs, sustainability, risk and compliance.
5. Support supplier performance and SRM reporting, including spend and risk analysis.
6. Manage reporting schedules and compliance reporting requirements, including the

University's GIPA Contract Register.

7. Analyse procurement and system data to identify trends, risks and opportunities for improvement.
8. Support audits, assurance activities and system changes through data provision, user acceptance testing and business validation.

QUALIFICATIONS, EXPERIENCE AND SKILLS

1. Tertiary qualification in a relevant discipline, or an equivalent combination of education and experience
2. Demonstrated experience supporting business users in enterprise or procurement systems in a functional or super-user capacity.
3. Experience in reporting, data analysis and dashboard development.
4. Knowledge of best practice procurement processes, workflows and reporting requirements.
5. Ability to configure and maintain system workflows and forms.
6. Strong analytical skills with the ability to translate data into clear, actionable insights.
7. Well-developed communication and interpersonal skills, with the ability to support and guide users.
8. Strong organisational skills with the ability to manage competing priorities and meet deadlines.

KEY RELATIONSHIPS

This position reports to: Senior Manager, Procurement Governance and Sustainability

Key internal relationships:
- Director, Procurement Services
- Procurement Services Team
- Finance Systems and ITDS Team
- University business units

Key external relationships:

- External suppliers and partners (as required for reporting and procurement initiatives)

CHALLENGES

- Balancing operational system support responsibilities with delivery of high-quality reporting and insights.
- Supporting users through system and process changes while maintaining data integrity and consistency.
- Working effectively with technical teams to resolve system issues.

UNIVERSITY EXPECTATIONS

The University expects that all employees are aware of, and comply with legislation and Western's policies and procedures relevant to the position, including but not limited to:

- Code of Conduct

- Work Health and Safety and Wellbeing Management System
- Enterprise Agreement or Award
- Anti-discrimination principles, Equal Employment Opportunity and staff and student equity.
- Procurement Policy
- Delegations of Authority Policy
- Conflict of Interest Policy
- Records and Archives Management Policy
- Risk Management Policy
- Modern Slavery Prevention Policy
- Whistleblowing (Reporting Corruption and Other Serious Wrongdoing) Policy

Approved by:
Date: