



## Position Description

|                                       |   |                          |   |
|---------------------------------------|---|--------------------------|---|
| <b>Position title:</b>                | Business Owner – Supply Chain Maturity        | <b>Date:</b>             | June 2025   |
| <b>Reports to:</b>                    | Chief Financial Officer                       | <b>Department:</b>       | Finance, Procurement & Supply Chain   |
| <b>Number of reports:</b>             | Direct: 5 – 9<br>Total (include indirect): 15 | <b>Location:</b>         | National Support Office with ability to regularly travel across New Zealand |
| <b>Delegated financial authority:</b> | N/A   | <b>Budget ownership:</b> | Yes   |
| <b>Level of influence:</b>            | <b>Leading self</b><br><b>Leading others</b>  |                          |   |

## Our Organisation

At Southern Cross Healthcare (SCHL), our vision is to help people live their best lives by reimagining healthcare.

Across our nationwide network, we combine the skills of more than 4,000 people including nurses and anaesthetic technicians, working with specialists, surgeons, anaesthetists, and allied health practitioners.

As New Zealand's largest private provider of healthcare, our strong "for purpose ethos" and through being recognised as one of New Zealand's leading and most trusted brands, we are poised to amplify the delivery of healthcare services like no other.

| Vision   | Purpose  |
|--|--|
| Our vision is for what we aspire.                                      | Our purpose is why we exist.   |
| <b>To help people live their best lives by reimagining healthcare.</b> | <b>To advance the provision of quality healthcare in Aotearoa New Zealand.</b> |

## Values and Behaviours

**Care First:** Care is at our heart. It's the foundation of who we are and how we approach our mahi. Through genuine manaakitanga, we deliver a quality of care that makes healthcare more human.

**Better Together:** Our strength comes from connection and collaboration – we bring together our diverse skills, perspectives, and experiences in the spirit of partnership and kotahitanga. We all play our part creating better outcomes for everyone.

**Pursue Excellence:** Every day brings a new opportunity to improve, innovate, and excel. We don't settle for 'good enough'. We're here to do our best work, delivering our best care for the people and communities we serve.

## Role Purpose

Southern Cross Healthcare's Supply Chain Maturity project is designed to transform Supply Chain processes and technology using an Inventory Management System across 18 hospitals nationwide. This project is a key part of our 10-year strategic vision. This will transform the way Supply Chain teams work, drive value and data visibility.

The purpose of this role is to have strategic oversight and be accountable for project outcomes, in order to enable ongoing Supply Chain success across Southern Cross hospitals and National Support Office. The Business Owner will drive successful project outcomes by providing leadership and direction to the project team in line with Southern Cross Healthcare's Supply Chain function long term strategic maturity journey. The Business Owner will also champion the change across the organisation including leading communications to all key stakeholders.

## Key Relationships

### Internal

- Supply Chain Maturity project team
- Hospital Supply Chain Managers
- Hospital General Managers and Senior Leadership teams
- Project steering committee team led by the Chief Financial Officer, Chief Digital Officer, and Group Chief Operating Officer
- National Support Office Finance, Procurement & Supply Chain team
- National Support Office Enterprise Project Management Office (ePMO) and wider Digital Services team

### External

- Inventory management system vendor – Technology One

## Key Accountabilities

### Leadership and direction

- Lead, motivate and support the project team.
- Review project progress and outputs to provide feedback and guidance to the project team.
- Provide short term and long-term direction to the project team in alignment with Southern Cross Healthcare's strategic Supply Chain maturity journey.
- With a solution-oriented mindset, support the project team with problem solving and removing roadblocks as required.
- Collaboration and coordination with the business-as-usual Supply Chain function.

### Inventory management processes & system implementation

- Lead and drive the transformation from current state to future state best practice inventory management processes and system compliance including leading and driving project readiness with Supply Chain Managers and Hospital General Managers.
- Use of previous strategic transformation programmes and projects experience to advise on and guide the project team on best practice and fit for purpose implementation methods.
- Detailed understanding of the proposed future state operational and technical solution.
- Ensuring high quality project delivery and delivery of proposed project outcomes and benefits.

### Strategic thinking

- Accountability of the planned and in progress strategic Supply Chain maturity journey.
- Engaging in and collaborating with senior leadership namely Chief Financial Officer, Chief Digital Officer and Group Chief Operating Officer through project governance forums and steering committee.
- Detailed understanding of the Supply Chain Maturity journey to date, Supply Chain Maturity strategy going forward and its ongoing alignment to overall organisational strategy.

### Communication & stakeholder engagement

- Championing the project transformational change to all project stakeholders.
- Leading change engagements, supported by change management, to key stakeholders.
- Engagement with project executive sponsors and other senior stakeholders.
- Collaboration and ensuring the existing business-as-usual Supply Chain function is informed and aligned with the project progress and direction.

### Health, Safety and Wellbeing

- All employees are responsible for complying with health and safety policies and procedures.
- You are responsible for your own health and safety while at work and ensuring that your actions or inactions do not put others at risk.
- Identify, report and self-manage hazards where appropriate.
- Ensure that you complete early and accurate reporting of incidents at work.
- Participate and co-operate for shared health and safety responsibilities
- Actively participate where improvements to health and safety at SCHL can be made

### Commitment to the principles of Te Tiriti o Waitangi

- Demonstrate awareness and understanding of Te Tiriti o Waitangi obligations through manaakitanga (respect) and kawa whakaruruhau (cultural safety) as evidenced in interpersonal relationships.

### Commitment to Diversity, Equity and Inclusion (DEI)

- Honour diversity by acknowledging and respecting others' spiritual beliefs, cultural practices and lifestyle choices as evidenced in interpersonal relationships.

- Seek opportunities to include diversity, equity and inclusion practices in everyday work.

**Commitment to Environment, Social and Governance (ESG)**

- Engage in sustainable practices whenever possible. Try to reduce the environmental impact of your work and take an active role to initiate change to meet Southern Cross' ESG (Environmental, Social and Governance) commitments.
- Actively engage to improve your knowledge regarding sustainable practices whenever possible.

**Role Requirements**

**Experience and skills required:**

- 10+ years' experience & detailed understanding of key Supply Chain and Inventory Management concepts
- 5+ years' experience in Programme, Business Owner or other relevant project leadership roles
- Experience leading and motivating medium to large teams
- People management experience
- Experience working on strategic transformational change

**Experience and skills desirable:**

- Experience in the healthcare industry

**Education and qualifications required:**

- Bachelor's degree, preferably in Business Management or similar

**Education and qualifications desirable:**

- Training or certification in Supply Chain or similar from certified training bodies

**Leadership Attributes**

**Human Centred Leadership**

- Empathy
- Adaptability
- Connection

**Performance Coach**

- Accountability
- Engagement
- Collaboration

**Change Enabler**

- Execution
- Energy
- Contribution