

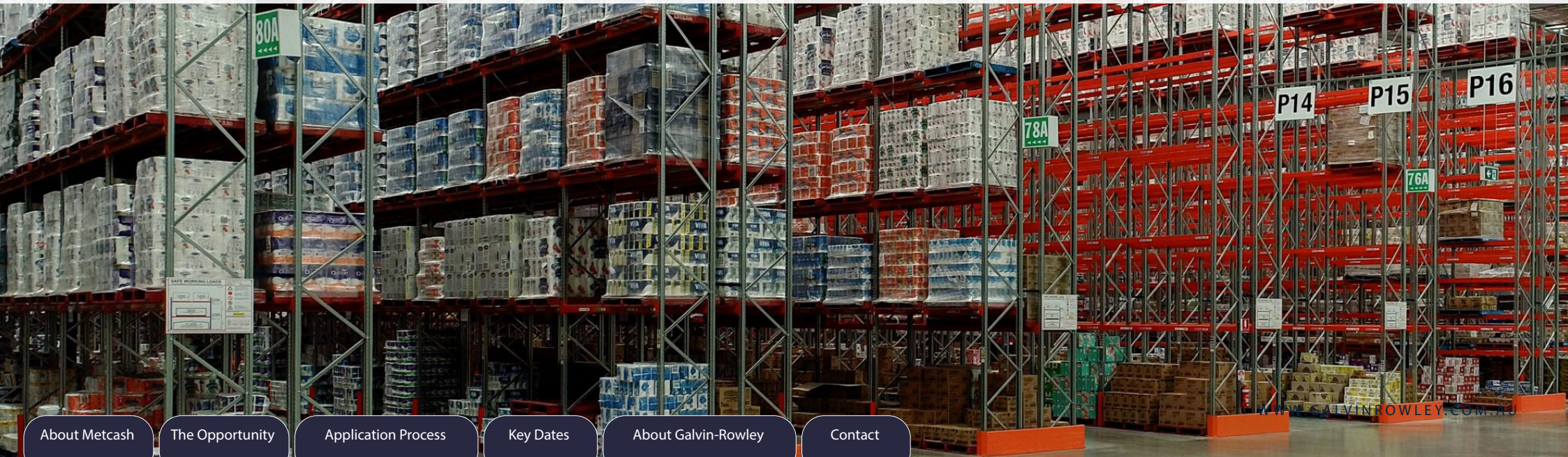
Commercial-In-Confidence



Candidate Information Pack

Procurement Operations Manager

September 2026





About Metcash

Metcash (ASX: MTS) is Australia's leading wholesale distribution and marketing company, supporting a national network of independent retailers across Food, Liquor and Hardware. With a proud history of empowering local businesses, Metcash provides the scale, expertise and backing to help independents thrive.

Purpose and Values

Metcash exists to champion successful independents, businesses owned and operated by people passionate about their local communities. The company's values centre on accountability, trust, courage and collaboration to create long-term, sustainable value.

Retail Brands Supported

Through its extensive network, Metcash supports iconic independent brands including IGA, Cellarbrations, The Bottle-O, Mitre 10, Home Timber & Hardware, and Total Tools. These brands are deeply rooted in their communities and reflect the strength and resilience of independent retailing in Australia.

Galvin-Rowley

Executive



Structure and Reach

Metcash operates through three core pillars: Food, Liquor and Hardware, each with tailored strategies and leadership. This decentralised model enables operational agility while leveraging national scale and capabilities in supply chain, digital, and marketing.

Investment in the Future

Metcash is committed to building resilient, future-focused supply chains that adapt to dynamic market conditions. Strategic investments in infrastructure, automation and innovation underpin long-term growth and support the competitiveness of independent retailers.

People and Culture

People are central to Metcash's success. The business fosters a culture of inclusion, accountability and continuous improvement, recognising that strong partnerships and engaged teams drive lasting impact across the network and broader community.

	Procurement Operations Manager
Primary Focus	Lead procurement operations, governance, reporting, systems enablement and continuous improvement to support enterprise-wide procurement capability.
Key Stakeholders	Procurement, Finance, Legal, Risk, Technology and business stakeholders across the enterprise.
Core Procurement Categories	Procurement operations, governance, analytics, contract lifecycle management, supplier risk, procurement systems, reporting and process enablement.
Key Responsibilities	Lead procurement reporting, governance, contract lifecycle management, supplier risk, systems administration, procurement data, process improvement and operational enablement to support procurement transformation.
Commercial Focus	Governance excellence, operational efficiency, data integrity, procurement visibility, compliance and continuous improvement across enterprise procurement operations.
Ideal Background	Procurement operations, procurement excellence, governance, analytics or commercial support experience, with strong reporting, systems and process improvement capability.
Success Profile	Highly organised, analytical and process-driven, with strong stakeholder engagement skills and the ability to improve governance, systems, reporting and procurement performance.
Reporting To	Head of Procurement Operations
Location	Macquarie Park, NSW
Employment Type	Full Time





Metcash

The Procurement Operations Manager supports the Head of Procurement Operations by leading the day-to-day coordination, execution and continuous improvement of procurement operations across governance, reporting, analytics, contract lifecycle management, supplier risk, systems enablement and procurement process support.

The role acts as the operational custodian for procurement frameworks, tools, data, reporting cadences and governance routines, ensuring procurement information is accurate, visible, consistent and audit-ready.

Working closely with Procurement, Finance, Legal, Risk, Technology and business stakeholders, the role supports effective decision-making, compliance, process adoption and delivery of procurement transformation outcomes.

The role balances hands-on delivery with operational leadership, helping to embed scalable procurement processes, reliable reporting, effective controls and practical enablement across the enterprise.

Planning, Reporting & Analytics

- Support development and maintenance of enterprise procurement reporting and analytics frameworks.
- Coordinate and maintain the procurement pipeline, sourcing activity dashboard and benefits tracking framework.
- Produce accurate, timely and executive-ready reporting across spend, savings, sourcing activity, supplier performance and procurement outcomes.
- Maintain reporting cadences, data definitions and dashboard inputs to support reliable enterprise procurement visibility.
- Provide insights and analysis to support planning, prioritisation and decision-making.

Governance, Policy & Controls

- Support the implementation, maintenance and continuous improvement of procurement policies, procedures, templates and governance frameworks.
- Maintain procurement governance routines, control registers, compliance monitoring and exception reporting.
- Coordinate inputs for procurement governance forums, leadership updates, audit activities and remediation plans.
- Support consistent application of procurement standards across business units.

Intake, Demand Management & Front Door Support

- Support the operation and continuous improvement of the procurement intake / front door process.
- Maintain visibility of new requests, triage status, prioritisation, ownership and pipeline conversion.
- Work with category teams and business stakeholders to ensure requests are complete, appropriately assessed and progressed in line with agreed processes.
- Identify recurring demand patterns, process gaps and opportunities to improve stakeholder experience.

Contract Lifecycle Management

- Support the operation, adoption and continuous improvement of contract lifecycle management processes and tools.
- Maintain visibility of contract status, renewals, expiries, obligations, ownership and governance requirements.
- Support accurate, complete and audit-ready contract records.
- Work with users and stakeholders to improve contract data quality, system utilisation and compliance with contract governance requirements.

Supplier Risk & Compliance

- Support supplier segmentation, supplier risk management and third-party assurance activities.
- Coordinate due diligence, risk assessment, supplier attestation and compliance monitoring activities.
- Maintain supplier risk reporting, issue logs, evidence records and governance obligations.
- Support regulatory, audit and internal reporting requirements relating to supplier risk and compliance.

Procurement Systems, Data Stewardship & Digital Enablement

- Act as procurement systems SME / super-user for relevant procurement tools, workflows and reporting platforms.
- Support system administration, enhancement prioritisation, user access, issue triage, data quality and reporting requirements.
- Identify and coordinate opportunities for workflow automation, dashboard improvement and process digitisation.
- Maintain procurement data standards across supplier, contract, sourcing, pipeline and benefits information.

Transformation, Process Improvement, Templates & User Enablement

- Develop and maintain practical tools, templates, playbooks, procedures and user guidance to support consistent procurement execution.
- Support training, communications and change adoption for procurement processes, systems and governance requirements.
- Identify opportunities to simplify processes, remove duplication and improve stakeholder experience.
- Promote standardised and best-practice procurement disciplines across the organisation.

Functional Support & Team Contribution

- Support the Head of Procurement Operations in managing operational priorities, governance deliverables and transformation activities.
- Prepare executive papers, dashboards, leadership updates and decision-support materials.
- Provide practical guidance to procurement and business stakeholders on governance, reporting, systems and process requirements.
- Provide day-to-day guidance to analysts, project resources or temporary support roles as required.

- Contribute to a culture of continuous improvement, collaboration, accountability and operational excellence.

Experience, Knowledge and Skills

- 7–10+ years' experience in procurement operations, procurement excellence, governance, analytics or commercial support functions.
- Experience coordinating procurement intake, pipeline management, sourcing activity tracking or demand management processes.
- Experience supporting procurement reporting, governance and transformation initiatives.
- Strong understanding of procurement operating models, governance frameworks and lifecycle management processes and demonstrated ability to translate into practical tools, templates, reporting routines and user guidance.
- Strong data stewardship capability, including data quality management, reporting definitions and audit-ready record keeping.
- Experience with supplier risk management, policy administration and contract governance practices.
- Strong analytical capability and experience producing executive-level reporting and insights.
- Experience administering procurement systems and reporting platforms.
- Experience supporting system adoption, workflow automation, user testing, issue resolution or process digitisation.

- Advanced capability in Excel, Power BI and PowerPoint, with experience using procurement, contract management, workflow, reporting or source-to-pay platforms such as Ariba, Coupa, Ivalua or similar.
- Experience working in regulated environments and supporting compliance obligations.
- Relevant tertiary qualifications in business, procurement, risk, finance or related disciplines.

Key Competencies (Metcash Leadership Competencies)

- Strategic and analytical thinking
- Strong execution and results orientation
- Governance and compliance focus
- Communication and influence
- Building high-performing teams
- Change leadership and adaptability
- Process improvement mindset
- Collaboration and cross-functional engagement
- Self-directed requiring limited guidance and/or structure

Selection Process

Thank you for your interest in the Metcash's Procurement Operations Manager selection process.

Galvin-Rowley Executive is thrilled to be leading the process of this appointment on behalf of Metcash.

This briefing pack provides you with the information regarding the organisation, the role, the process time frames and requirements.

Application Process:

Once you have reviewed this material, and if you haven't already, please provide us with the following to formalise your application.

- A one to two-page cover letter stating your interest and motivation, and a summary that demonstrates your achievements and suitability as relevant to this appointment
- Your resume

Jen Galvin-Rowley will be leading the Search. All enquiries can be made by either email or telephone.

Jen Galvin-Rowley
jen@galvinrowley.com.au
0410 447 235

Key Dates

Mid-Late Sept

Position released to the market
Initial discussions with applicants and targeted candidates
Enquiries responded to and information packs distributed

Early Oct

Present long list of finalised candidates to Metcash.
Galvin-Rowley Executive to conduct interviews with long listed candidates

Mid Oct

Shortlist finalised and presented to Metcash

Late Oct

First and second round interviews with Metcash

Early Nov

Finalise interviews, references completed and preferred candidate appointed

Galvin-Rowley Executive is a boutique Executive Search & Advisory firm with 30+ years of experience partnering with clients across Board, CEO, C-Suite and Senior Management roles. The firm's search methodology is tailored to each client and role, underpinned by strong processes and rigour to ensure successful outcomes for both client and executive candidates.

Galvin-Rowley Executive delivers bespoke solutions for executive and senior management positions with a flexible and tailored process to each client and their specific requirements.

We are trusted advisors to many of our long-standing clients. At the heart of our relationships is an investment in understanding each organisation's essence. Our team get to know our clients' purpose, structure, culture and nuances, ensuring we develop unique strategies to attract top-tier talent that ultimately delivers on business goals and objectives.

We operate as an extension of your organisation, acting as brand ambassadors with the expertise and industry knowledge to champion each business and role appropriately.

Our small, passionate team includes highly experienced Executive Search Consultants and Talent Acquisition Specialists, all expertly supported by a highly competent Research, Marketing and Administrative team.

Galvin-Rowley Executive's team are all experienced in operating within complex organisations at the senior leadership level.

Galvin-Rowley

Executive

Jennifer Galvin-Rowley

Director and Founder

Jennifer Galvin-Rowley is the founding Partner and Director of Galvin-Rowley Executive. Over the past 25 years, Galvin-Rowley's reputation as one of Australia's most trusted boutique Executive Search Firms has flourished under Jennifer's leadership. Jennifer's experience successfully leading complex Search Assignments spans a range of industries, including Retail & Consumer Goods; Ports and Infrastructure; Banking & Financial Services; Aviation; Health; Government; Not-For-Profit; Agribusiness and Manufacturing.

Partnering closely with CEOs and Boards to recruit C-level executives, Jennifer's ability to truly listen sets her apart. It enables her to build a successful search strategy for each client, whether for Board, CEO or Senior Executive roles, and high-performing senior management teams. Jennifer has designed a search methodology with care and rigour. Her execution is professionalism, warmth and integrity at all times, representing, promoting and protecting her clients' brand to the market.

Jennifer is a champion of the candidate experience, ensuring candidates are treated with the utmost care, respect and confidentiality. Jennifer is a leading advocate for diversity in leadership.



“I have had the great fortune to partner with Galvin-Rowley Executive for over 15 years. Jen and the team are extremely professional and above all take the time to understand the role requirements to ensure the right candidate is matched. When labour markets are tight, and roles are in high demand Galvin-Rowley Executive always find the right candidate. I really appreciate how they keep me informed of their progress, challenge my thinking and create a collaborative environment. Finding the right candidate is never easy, Jen makes it easy!”

Georgina Poulos,
T2, Global Director People

“What a joy it is to engage with Galvin Rowley Executive. Grace, care and expertise are the adjectives that come to mind when I think about Jen and the way she manages her clients and candidates. Above all, I am impressed with Galvin Rowley's service ethic and ability to astutely find the right match for a win-win outcome. Jen is a delight to work with and is a wonderful representative of your corporate or personal brand. She is trustworthy, generous, unflappable, diligent and savvy and comes with my heartfelt recommendation.”

Jane Sydenham-Clarke,
Food Frontier, Chief Executive Officer

“I have utilised the executive search services of Jennifer Galvin-Rowley for many years. Throughout this time, I found Jennifer and her team members to be exemplary in their dedication and commitment to providing services that meet my needs and deliver positive outcomes. I believe the essence of Jennifer's success lies in her desire and her ability to comprehensively understand the needs of her clients and to ensure that all search activities are totally aligned to meeting those needs.”

The Hon Chris Pearce MP
Adjunct Professor JP, FAICD, FAMI, BBus, MBA,
GCDiv, GradCertPosPsych



As Executive Search professionals, we recognise a myriad of opportunities offered by diversity and inclusion – from championing emerging leaders to having the opportunity to implement real change within our clients' business.

To assist our clients in ongoing improvement to their Diversity and Inclusion strategy, it is important to consider candidates from different industry sectors, giving less weight to proven career experience and instead see candidates with relevant skills and underlying competencies.

As trusted advisors, it is critical we provide a balanced and diversified pool of candidates that can bring talent and experience to a business.

Whilst most Executive Search firms will take their role as a driver of diversity seriously, at Galvin-Rowley Executive, we see it is our role to encourage our clients from all industry sectors to demand balanced shortlists for each and every role including those that have resisted this in the past and to continue to remove unconscious bias.

Galvin-Rowley

Executive

Jennifer Galvin-Rowley
Founder & Principal Consultant

0410 477 235
jen@galvinrowley.com.au

www.galvinrowley.com.au

ABN 36 416 126 573

[About Metcash](#)

[The Opportunity](#)

[Application Process](#)

[Key Dates](#)

[About Galvin-Rowley](#)

[Contact](#)