

Position Description



Contract Management Officer

Portfolio: Operations

Reporting to: Team Leader – Support Services

Position Purpose

The role is responsible for the development and ongoing administration of maintenance and servicing contracts to support the delivery of services as required. This role will work closely with a range of stakeholders across the business to ensure the best outcome for the team and work in collaboration with the procurement team to develop tools and processes to support the function, and put safety first.

Key Accountabilities

1. **Safety:** ensure all activities are undertaken with the safety of our people and visitors as the number one priority and always role model safe behaviour.
2. **Values:** behave and make decisions in accordance with the WaterNSW Values at all times.
3. Develop new servicing and maintenance contracts, in consultation with relevant SME across the business, including proactive identification of improvements and compliance with safety, environmental and legal requirements
4. Coordinate the procurement processes including tendering, contract execution and onboarding of suppliers, creating and receipting purchase orders
5. To ensure the timely management of contractual terms, payments and obligations, including monitoring and analysing the performance, reliability and efficiency of contractors and where necessary initiate corrective actions under the guidance of the contract owner.
6. Support the continuous improvement of contract management processes & tools
7. Participate in incident response and on call rosters as requested, including weekend and shift work when required

Key Challenges

- Gaining a detailed understanding of the works required and translating those requirements into scopes of work with measurable KPIs and financial schedules to allow for effective monitoring of contractor performance.

- Ability to work on multiple projects, with multiple contract owners, across a large geographical area, concurrently
- Work constructively with stakeholders with competing priorities

Significant Internal Relationships

Stakeholder	Purpose of Relationship
Procurement	<ul style="list-style-type: none"> • To provide input and guidance to progress through the relevant procurement activities • Support for establishing new commercial arrangements and escalation point for strategic suppliers or significant commercial issues with existing arrangements
Environmental Services	<ul style="list-style-type: none"> • To ensure all contracts comply with environmental requirements
Legal	<ul style="list-style-type: none"> • Liaising with Legal team on the review and administration process during the preparation of new contracts • Seek advice to ensure compliance with procedures during conflict resolution processes

Significant External Relationships

Stakeholder	Purpose of Relationship
Market and Industry Partners	<ul style="list-style-type: none"> • To ensure that contracts are delivering value for money and to understand and stay informed of competitiveness within the market

Delegations, Financial Accountabilities & Freedom to Act

- As defined in the WaterNSW Financial Delegations as varied from time to time.

WaterNSW Leadership & Performance Competencies

People	Level	
Awareness & Personal Resilience	A	<ul style="list-style-type: none"> • Recognises own emotions and their effects, and is always aware of own response to pressure and change • Uses effective strategies to stay calm and composed under pressure

		<ul style="list-style-type: none"> Continuously demonstrates personal integrity, honesty and sincerity Recognises when to ask for support when under stress
Communicating with Influence	B	<ul style="list-style-type: none"> Tailors communication to suit the audience and uses a range of influencing techniques to build support Communicates issues clearly with different audiences Handles challenging questions confidently and constructively

Customer	Level	
Partnering & Advice	B	<ul style="list-style-type: none"> Engages in a productive dialogue with the customer to consultatively identify a solution Provides credible advice for customers based on an understanding of the underlying issue Knows when to draw on additional resources to provide appropriate support and advice for customers

Business	Level	
Analysis & Problem Solving	A	<ul style="list-style-type: none"> Finds and uses information from a variety of sources when solving problems Diagnoses the root cause of a problem to ensure solutions are effective Uses logic and common sense principles to understand problems and identify solutions Implements solutions within own work
Continuous Improvement	A	<ul style="list-style-type: none"> Identifies everyday process improvements and ideas within each team and takes ownership to lead and implement Adopts new ideas and approaches with positive attitude Identifies wastes and implements practices to minimise these Has basic knowledge of continuous improvements tools and techniques

Planning and Delivering Results	B	<ul style="list-style-type: none"> • Reports on the expectations and accepts accountability for deadlines, budget and outcomes • Delivers consistently to plans and focuses on the achievement of results despite obstacles, escalates as required • Implements quality assurance practices to ensure projects and activities are delivered to required standards • Initiates action without prompting
---------------------------------	---	--

Mandatory Candidate Requirements

Qualifications:

- Current NSW Drivers Licence
- Tertiary qualification in a business-related field or equivalent experience in managing maintenance and servicing contracts

Knowledge:

- Understanding of contracting principles and practices in contract preparation
- Understanding of tendering and award processes
- Understanding of servicing and maintenance activities
- Strong skill in using Microsoft office

Experience:

- Demonstrated experience in writing scopes of work for contracts
- Demonstrated experience in preparing and administering contracts
- Experience working collaboratively with a wide range of stakeholders
- Demonstrated ability to negotiate with a range of stakeholders with competing priorities

Favourable Candidate Requirements

- 3+ years of contract management and administration

Pre-Employment Checks Required

- Identification
- Qualifications
- Drivers Licence
- Pre-employment Medical (office based)

- Police Check