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| --- | --- |
| **Cluster** |  |
| **Agency** |  |
| **Division/Branch/Unit** |  |
| **Classification/Grade/Band** | Clerk Grade 9/10 |
| **ANZSCO Code** |  |
| **PCAT Code** |  |
| **Date of Approval** |  |
| **Agency Website** |  |

Agency overview

Primary purpose of the role

The Senior Contracts Administrator manages established contracts, including ensuring information integrity, negotiating changes/modifications and monitoring supplier performance to deliver outcomes aligned with stakeholder expectations and government directions

Key accountabilities

* Develop and implement comprehensive contract management plans, in accordance with sourcing documents, established contracts and approved procedures, and monitor and analyse performance, addressing non-performance, to achieve the required contract outcomes
* Maintain the integrity of contract information and co-ordinate all aspects of the contract administration process, in accordance with approved Contract Management Plans and procedures, to meet organisational needs
* Provide expert advice on contract conditions and administration to procurement professionals and stakeholders to support informed decision making and improve future contract outcomes
* Establish and maintain appropriate stakeholder and supplier relationships to identify and minimise risk, resolve issues as they arise, and maximise thevalue of the contract.
* Proactively identify, manage and advise on commercial, contractual, operational, financial, reputational, ethical and supply chain risks associated with the contract, to enable the organisation to attain maximum value from the contract while meeting compliance requirements
* Lead, manage and develop contract administration staff to provide high quality contract management services to the organisation

Key challenges

* Providing strategic advice to enable stakeholders to gain maximum benefit from the contract, including identifying and facilitating contract variations to achieve improved outcomes, while maintaining compliance
* Identifying and managing supplier disputes and performance deficiencies, before these escalate into major issues

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Business unit/Functional Head | * Provide expert advice on contract development and administration to contribute to contract decision making |
| Manager | * Provide expert advice on contract development, administration and performance and contribute to broader unit issues * Report on progress towards business objectives, discuss key contracts and issues and receive advice |
| Stakeholders | * Collaborate and provide expert advice to contribute to contract development and management * Provide contract administration services to agency staff/teams undertaking procurement |
| **External** |  |
| Stakeholders | * Consult on and negotiate the development, management and evaluation of the Contract Management Plan * Manage expectations and resolve issues |
| Vendors/Service Providers and Consultants | * Consult on the terms and conditions of the contract and contract management plan * Gather information on performance and address disputes and issues * Negotiate variations to contracts and service agreements |
| Other NSW Government Agencies | * Consult on contracts, contract management strategies and issues * Contribute to cross-agency or whole of government contracts * Establish networks to maintain currency in trends and developments in contract management |
| Professional and Sector Associations | * Exchange information on contract management, performance benchmarking, innovation and other matters of mutual interest * Build professional expertise and networks |

Role Dimensions

Decision making

Reporting line

Direct reports

Budget/Expenditure

Key **knowledge and experience**

**Essential requirements**

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-capability-framework) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

# Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

| FOCUS CAPABILITIES | | | | |
| --- | --- | --- | --- | --- |
| **Capability group/sets** | **Capability name** |  | **Behavioural indicators** | **Level** |
| Personal Attributes | **Act with Integrity**  Be ethical and professional, and uphold and promote the public sector values | | Model the highest standards of ethical and professional behaviour and reinforce their use  Represent the organisation in an honest, ethical and professional way and set an example for others to follow  Promote a culture of integrity and professionalism within the organisation and in dealings external to government  Monitor ethical practices, standards and systems and reinforce their use  Act promptly on reported breaches of legislation, policies and guidelines | Advanced |
| Relationships | **Communicate Effectively**  Communicate clearly, actively listen to others, and respond with understanding and respect | | Tailor communication to diverse audiences  Clearly explain complex concepts and arguments to individuals and groups  Create opportunities for others to be heard, listen attentively and encourage them to express their views  Share information across teams and units to enable informed decision making  Write fluently in plain English and in a range of styles and formats  Use contemporary communication channels to share information, engage and interact with diverse audiences | Adept |
| Results | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | | Use own and others’ expertise to achieve outcomes, and take responsibility for delivering intended outcomes  Make sure staff understand expected goals and acknowledge staff success in achieving these  Identify resource needs and ensure goals are achieved within set budgets and deadlines  Use business data to evaluate outcomes and inform continuous improvement  Identify priorities that need to change and ensure the allocation of resources meets new business needs  Ensure that the financial implications of changed priorities are explicit and budgeted for | Adept |
| **Think and Solve Problems**  Think, analyse and consider the broader context to develop practical solutions | | Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence  Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience  Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience  Seek contributions and ideas from people with diverse backgrounds and experience  Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness  Identify and share business process improvements to enhance effectiveness | Adept |
| Business Enablers | **Procurement and Contract Management**  Understand and apply procurement processes to ensure effective purchasing and contract performance | | Ensure that employees and contractors apply government and organisational procurement and contract management policies  Monitor procurement and contract management risks and ensure that this informs contract development, management and procurement decisions  Promote effective risk management in procurement  Implement effective governance arrangements to monitor provider, supplier and contractor performance against contracted deliverables and outcomes  Represent the organisation in resolving complex or sensitive disputes with providers, suppliers and contractors | Advanced |
| People Management | **Optimise Business Outcomes**  Manage people and resources effectively to achieve public value | | Develop team and unit plans that consider team capabilities and strengths  Plan and monitor resource allocation effectively to achieve team and unit objectives  When planning resources, consider the attraction and retention of people of diverse cultures, backgrounds and experiences  Ensure that team members work with a good understanding of business principles as they apply to the public sector context  Participate in wider organisational workforce planning to ensure that capable resources are available | Intermediate |
| **Occupation specific capability set** | | | | |
| Procurement | **Procurement Risk Management**  Identify, assess and mitigate procurement risks | | Develop risk mitigation strategies for complex procurement arrangements  Proactively keep abreast of risk management processes and effectively use systems and practices to input to project risk logs and opportunity assessment activities within own team  Develop risk mitigation strategies for complex and large procurement projects, ensure appropriate ownership of risk between the organisation and the supplier (i.e. allocation of risk where it is best managed)  Champion compliance as a key procurement risk mitigation strategy | Level 3 |
| **Supplier Relationship Management**  Establish constructive and innovative strategic relationships based on driving value through appropriate long term relationships | | Use supply positioning to determine the appropriate supplier relationship needed for all categories of expenditure and coach other staff on the application of supplier relationship management (SRM) principles  Develop sound working relationships with strategic suppliers at an operational level  Identify areas of waste throughout the supply chain and work with suppliers to eliminate these  Track and monitor benefits through supplier relationships for high risk/ spend suppliers and contracts | Level 3 |

# Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

| COMPLEMENTARY CAPABILITIES | | | | |
| --- | --- | --- | --- | --- |
| **Capability group/sets** | **Capability name** |  | **Description** | **Level** |
| Personal Attributes | Display Resilience and Courage | | Be open and honest, prepared to express your views, and willing to accept and commit to change | Adept |
| Manage Self | | Show drive and motivation, an ability to self-reflect and a commitment to learning | Adept |
| Value Diversity and Inclusion | | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| Relationships | Commit to Customer Service | | Provide customer-focused services in line with public sector and organisational objectives | Adept |
| Work Collaboratively | | Collaborate with others and value their contribution | Adept |
| Influence and Negotiate | | Gain consensus and commitment from others, and resolve issues and conflicts | Adept |
| Results | Plan and Prioritise | | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| Demonstrate Accountability | | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
| Business Enablers | Finance | | Understand and apply financial processes to achieve value for money and minimise financial risk | Intermediate |
| Technology | | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |
| Project Management | | Understand and apply effective planning, coordination and control methods | Adept |
| People Management | Manage and Develop People | | Engage and motivate staff, and develop capability and potential in others | Intermediate |
| Inspire Direction and Purpose | | Communicate goals, priorities and vision, and recognise achievements | Intermediate |
| Manage Reform and Change | | Support, promote and champion change, and assist others to engage with change | Intermediate |
| **Occupation specific capability set** | | | | |
| Procurement | Contract Management | | Effectively manage the performance of suppliers through robust contract frameworks, successfully delivering contractual obligations | Level 3 |
| Legislative and Policy Environment | | Ensure that the planning, management and delivery of procurement outcomes is fully consistent with all relevant legislative, probity and policy requirements | Level 3 |