

CONTRACTS SPECIALIST

BRANCH/UNIT	Procurement		
TEAM	Procurement Capability and Governance		
LOCATION	Optional		
CLASSIFICATION/GRADE/BAND	TAFE Worker Level 9		
POSITION NO.	TBA		
ANZSCO CODE	135199	PCAT CODE	1227392
TAFE Website	www.tafensw.edu.au		

1. ORGANISATIONAL ENVIRONMENT

TAFE NSW's purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training with over 500,000 annual enrolments and a proud history of setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online, and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity, and Excellence guide our team in strengthening communities, delivering world-class training for our students, and producing job-ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion, and reputation to meet the rapidly changing VET landscape.

TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening opportunities through learning.

2. POSITION PURPOSE

The Contracts Specialist is responsible for providing high-level support and advice in the management and service delivery of all contracts across TAFE NSW. This includes managing procurement projects, implementing contract administration and governance, commercial management, vendor and performance management, strategic and operational guidance on variations, notations and disputes, providing authoritative advice across the contract manager community, and reviewing continuous improvement opportunities to ensure value for money from our supply arrangements.

3. KEY ACCOUNTABILITIES

1. Work closely with the Contract & Supplier Relationship Capability Manager to lead the development of contract implementation and management strategies in consultation with stakeholders to provide governance and business solutions that add value to TAFE NSW.
2. Manage the creation and amendment of *Contract Workspaces* and contract terms in TAFE NSW's SAP Ariba contract management system (CMS), assess payment claims and milestones, monitor commercial health and opportunities, and analyse contract performance in order to ensure compliance with internal and external governance and probity requirements.
3. Support Contract Managers in establishing supplier performance management and governance within the TAFE NSW CMS, using the SAP Ariba Supplier Lifecycle Performance module to track and report on performance objectives.
4. Partner with business contract managers to provide expert advice including strategic guidance on variations, novations, contract disputes, and other matters, acting as an escalation point to managers and staff to support their operational capability and decision-making.
5. Place the customer at the center of all decision-making and resolve a broad range of contract and system-based queries received from a diverse range of stakeholders.
6. Reflect TAFE NSW's values in the way you work and abide by policies and procedures to ensure a safe, healthy, and inclusive work environment.

4. KEY CHALLENGES

- Managing multiple commercial arrangements with competing priorities, ensuring service standards are met and value for money is delivered.
- Maintaining the development of efficient and auditable processes for supplier management, using available technology platforms.
- Implementing the *Contract Management Framework* across a broad range of stakeholders, whilst optimising a new technology platform, SAP Ariba.
- Ensuring accurate recording of data informs benchmarking and reporting requirements.
- Achieving and maintaining high standards of service delivery in a complex environment with varying levels of contract management and procurement understanding within the business

5. KEY RELATIONSHIPS

WHO	WHY
Internal	
Contract & Supplier Relationship Capability Manager	<ul style="list-style-type: none"> For leadership and supervision, direction, and advice on a range of issues and priorities. Identify and alert when timeframes may be in jeopardy. Develop and implement risk mitigation strategies to support the achievement of at-risk deadlines.
Enterprise Contract Manager	<ul style="list-style-type: none"> Provide support with enterprise contract management including basket of goods reviews, financial dispute reconciliation, variations and operational performance management
Category Teams	<ul style="list-style-type: none"> Provide recommendations to improve contract compliance and benefits realisation at time of sourcing and contract negotiations. Provide contract and performance reporting to assist with Procurement and Category Strategies and pipeline management.
External vendors, program & project managers	<ul style="list-style-type: none"> Liaise and seek information on business-critical operations. Collaborate on the development and implementation of business systems, processes and procedures. Seek observations on the impact of business process changes in order to continuously review and improve service delivery
External	
	<ul style="list-style-type: none"> Clarify and seek feedback on internal contract administration issues.

6. POSITION DIMENSIONS

Reporting Line: Contract & Supplier Relationship Capability Manager

Direct Reports: Nil

Indirect Reports: Nil

Financial delegation: TBA

Budget/Expenditure: TBA

Decision Making:

- Makes decisions on complex and sensitive issues that are based on professional judgment, evaluating risks and in the context of a complex and changing environment.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager

7. ESSENTIAL REQUIREMENTS

- Degree in relevant discipline or equivalent skills, knowledge, and experience.
- Sound experience in managing a pipeline of work, identifying priorities and collaborating with diverse stakeholders.
- Knowledge of NSW Government procurement policies and procedures, and ability to lead contract implementation and supplier performance management projects.
- Demonstrated experience managing commercial relationships, including implementing contract governance and implementing risk mitigation strategies.
- Familiarity with SAP Ariba or a similar source-to-contract or contract management system
- Experience analysing market conditions, historic and current operational activity to guide contract management decisions
- Ability to address and meet the focus capabilities as stated in the position description.





8. CAPABILITIES

NSW Public Sector Capability Framework

Below is the full list of capabilities and the level required for this role as per the NSW Public Sector Capability Framework. The capabilities in bold are the focus capabilities for this role.

Refer to the next section for further information about the focus capabilities. Capability levels are as follows and reflect a progressive increase in complexity and skill:

Foundational > Intermediate > Adept > Advanced > Highly Advanced

CAPABILITY GROUP	NAME	LEVEL
 Personal Attributes	Display Resilience & Courage	Adept
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Advanced
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan And Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Advanced
	Project Management	Adept

FOCUS CAPABILITIES

The focus capabilities for the Contract Specialist are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the position's key accountabilities.

NSW Public Sector Focus Capabilities

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Adept	<ul style="list-style-type: none"> Be flexible, show initiative and respond quickly when situations change. Give frank and honest feedback/advice. Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively. Raise and work through challenging issues and seek alternatives. Keep control of own emotions and stay calm under pressure and in challenging situations.
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to the audience. Clearly explain complex concepts and arguments to individuals and groups. Monitor own and others' non-verbal cues and adapt where necessary. Create opportunities for others to be heard. Actively listen to others and clarify own understanding. Write fluently in a range of styles and formats.
Relationships Commit to Customer Service	Advanced	<ul style="list-style-type: none"> Promote a culture of quality customer service in the organisation. Initiate and develop partnerships with customers to define and evaluate service performance outcomes. Promote and manage alliances within the organisation and across the public, private and community sectors. Liaise with senior stakeholders on key issues and provide expert and influential advice. Identify and incorporate the interests and needs of customers in business process design. Ensure that the organisation's systems, processes, policies and programs respond to customer needs.
Results Plan and Prioritise	Adept	<ul style="list-style-type: none"> Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work. Initiate, prioritise, consult on and develop team/unit goals, strategies and plans. Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses. Ensure current work plans and activities support and are consistent with organisational change initiatives. Evaluate achievements and adjust future plans accordingly.
Results Think and	Adept	<ul style="list-style-type: none"> Research and analyse information, identify interrelationships and make recommendations based on relevant evidence.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Solve Problems		<ul style="list-style-type: none"> • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options. • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness. • Identify and share business process improvements to enhance effectiveness.
Business Enablers Procurement and Contract Management	Advanced	<ul style="list-style-type: none"> • Ensure that government and organisational policy in relation to procurement and contract management is implemented. • Monitor procurement and contract management risks and ensure that this informs contract development, management and procurement decisions. • Take responsibility for procurement and contract management activities and decisions by applying the guidelines and procedures. • Promote the principles of risk management as applied to procurement projects, to identify and mitigate risk. • Implement effective governance arrangements to monitor provider, supplier and contractor performance against contracted deliverables and outcomes. • Represent the organisation in the resolution of complex/sensitive disputes with providers, suppliers and contractors.