

# Role Description

## Contract Specialist

Role Description Fields	Details
Cluster	Education
Department/Agency	TAFE NSW
Division/Branch/Unit	Corporate Services Group
Position Description no	10745-01
Classification/Grade/Band	TAFE Worker Level 9
Senior executive work level standards	Not Applicable
ANZSCO Code	135199
PCAT Code	1227392
Date of Approval	March 2021
Agency Website	<a href="http://www.tafensw.edu.au">www.tafensw.edu.au</a>

### Agency overview

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 for 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 up opportunities through learning.

### Primary purpose of the role

This position 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, vendor and performance management, providing authoritative advice across the contract manager community, and reviewing continuous improvement opportunities to ensure value for money from our supply arrangements.

## Key accountabilities

1. Work closely with the Contract & Supplier Relationship Capability Manager to lead the development of contract implementation strategies in consultation with stakeholders to provide business solutions that add value to TAFE NSW.
2. Manage the creation and amendment of contract workspaces and contract terms, assess payment claims and milestones, analyse contract compliance and performance against KPIs in order to ensure compliance with internal and external governance and probity requirements.
3. Implement contract governance in line with organisational policies and NSW Government requirements (including engagement of key internal stakeholders) in order to ensure robust and consistent contract management, supplier performance and contract administration across the organisation.
4. Support Contract Managers in establishing supplier performance management and governance within the TAFE NSW Checkout, using the Supplier Lifecycle Performance module to track and report on performance objectives.
5. Provide expert and sophisticated advice and act as an escalation point to managers and staff to support their operational capability and decision-making.
6. Maintain systems that monitor commercial relationships, participating in total quality management and continuous improvement to inform strategy recommendations and promote improvements.
7. Manage a pipeline of commercial activities to ensure that the contractual lifecycle is effectively executed and provide appropriate recommendations for consideration to the Enterprise Contracts Manager in order to address any identified issues.
8. Resolve a broad range of contract and system-based queries received from a diverse range of stakeholders to support business outcomes and deliver benefits realisation.
9. 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.
10. Place the customer at the centre of all decision making.
11. Work with the Line Manager to develop and review meaningful performance management and development plans.

## 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.

## Key relationships

### Internal

Who	Why
Line Manager	<ul style="list-style-type: none"><li>• For leadership and supervision, direction and advice on a range of issues and priorities.</li><li>• Identify and alert when timeframes may be in jeopardy.</li><li>• Develop and implement risk mitigation strategies to support the achievement of at-risk deadlines.</li></ul>

Category Teams	<ul style="list-style-type: none"> <li>• Provide recommendations to improve contract compliance and benefits realisation at time of sourcing and contract negotiations.</li> <li>• Provide contract and performance reporting to assist with Procurement and Category Strategies and pipeline management.</li> </ul>
External vendors, programs and project managers	<ul style="list-style-type: none"> <li>• Liaise and seek information on business critical operations.</li> <li>• Collaborate on the development and implementation of business systems, processes and procedures.</li> <li>• Seek observations on the impact of business process changes in order to continuously review and improve service delivery.</li> </ul>

## External

Who	Why
NSW Government Departments	<ul style="list-style-type: none"> <li>• Clarify and seek feedback on internal contract administration issues.</li> </ul>

## Role dimensions

### 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.

### Reporting line

Contract and Supplier Relationship Capability Manager

### Direct reports

Nil

### Budget/Expenditure

TBA

## Essential requirements

1. A valid Working with Children Check (required prior to commencement).
2. Degree in relevant discipline or equivalent skills, knowledge and experience.
3. Sound experience in managing a pipeline of work, identifying priorities and collaborating with diverse stakeholders.
4. Knowledge of NSW Government procurement policies and procedures, and ability to lead contract implementation and supplier performance management projects.
5. Demonstrated experience managing commercial relationships, including implementing contract governance and implementing risk mitigation strategies.

## Capabilities for the role

The [NSW public sector 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

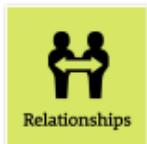
## Focus capabilities

*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	<b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way and encourage others to do so</li> <li>• Act professionally and support a culture of integrity</li> <li>• Identify and explain ethical issues and set an example for others to follow</li> <li>• Ensure that others are aware of and understand the legislation and policy framework within which they operate</li> <li>• Act to prevent and report misconduct and illegal and inappropriate behaviour</li> </ul>	Adept
 Relationships	<b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> <li>• Tailor communication to diverse audiences</li> <li>• Clearly explain complex concepts and arguments to individuals and groups</li> <li>• Create opportunities for others to be heard, listen attentively and encourage them to express their views</li> <li>• Share information across teams and units to enable informed decision making</li> <li>• Write fluently in plain English and in a range of styles and formats</li> <li>• Use contemporary communication channels to share information, engage and interact with diverse audiences</li> </ul>	Adept



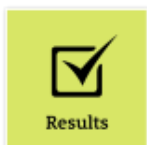
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### **Commit to Customer Service**

Provide customer-focused services in line with public sector and organisational objectives

- Promote a customer-focused culture in the organisation and consider new ways of working to improve customer experience
- Ensure systems are in place to capture customer service insights to improve services
- 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 and encourage new ideas and innovative approaches
- Ensure that the organisation's systems, processes, policies and programs respond to customer needs

Advanced



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### **Plan and Prioritise**

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work
- Initiate, prioritise, consult on and develop team and unit goals, strategies and plans
- Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses
- Ensure current work plans and activities support and are consistent with organisational change initiatives
- Evaluate outcomes and adjust future plans accordingly

Adept



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### 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

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### 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



## Project Management

Understand and apply effective planning, coordination and control methods







- Understand all components of the project management process, including the need to consider change management to realise business benefits
- Prepare clear project proposals and accurate estimates of required costs and resources
- Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements
- Identify and evaluate risks associated with the project and develop mitigation strategies
- Identify and consult stakeholders to inform the project strategy
- Communicate the project's objectives and its expected benefits
- Monitor the completion of project milestones against goals and take necessary action
- Evaluate progress and identify improvements to inform future projects




Adept

## 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.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	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
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept

	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
	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