

Role Description

Senior Contracts Administrator

Cluster	Customer Service
Agency	Department of Customer Service
Division/Branch/Unit	Digital.NSW and Customer Service ICT / NSW Telco Authority
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	511111
PCAT Code	1147292
Date of Approval	October 2019

Primary purpose of the role

Manages established contracts, including ensuring information integrity, negotiating changes/modifications and monitoring supplier performance to deliver outcomes to achieve stakeholder expectations.

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 the value 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	<ul style="list-style-type: none"> Provide expert advice on contract development and administration to contribute to contract decision making
Manager	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Collaborate and provide expert advice to contribute to contract development and management Provide contract administration services to agency staff/teams undertaking procurement
External	
Stakeholders	<ul style="list-style-type: none"> Consult on and negotiate the development, management and evaluation of the Contract Management Plan Manage expectations and resolve issues
Vendors/Service Providers and Consultants	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Exchange information on contract management, performance benchmarking, innovation and other matters of mutual interest Build professional expertise and networks

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers to a Managers' decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the manager.

Reporting line

Manager

Budget/Expenditure






As Per Customer Service Delegation


Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Advanced
	Manage Self	Adept
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Advanced
	Project Management	Intermediate
 People Management	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate

Capability Set	Category and Sub-category	Level and Code
	Procurement Risk Management	3
	Supplier Relationship Management	3
	Contract Management	3
	Legislative and Policy Environment	3
	Contract Law	3

Focus capabilities

The focus capabilities for the role 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 role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Advanced	<ul style="list-style-type: none"> Model the highest standards of ethical behaviour and reinforce them in others Represent the organisation in an honest, ethical and professional way and set an example for others to follow Ensure that others have a working understanding of the legislation and policy framework within which they operate 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 on reported breaches of rules, policies and guidelines
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 format
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> Take responsibility for delivering high quality customer-focused services Understand customer perspectives and ensure responsiveness to their needs Identify customer service needs and implement solutions Find opportunities to co-operate with internal and external parties to improve outcomes for customers

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Results Deliver Results	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success • Identify resource needs and ensure goals are achieved within budget and deadlines • Identify changed priorities and ensure allocation of resources meets new business needs • Ensure financial implications of changed priorities are explicit and budgeted for • Use own expertise and seek others' expertise to achieve work outcomes
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> • Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option • 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
People Management Optimise Business Outcomes	Intermediate	<ul style="list-style-type: none"> • Develop team/unit plans that take into account team capability and strengths • Plan and monitor resource allocation effectively to achieve team/unit objectives • Ensure team members work with a good understanding of business principles as they apply to the public sector context

Occupation specific capability set Procurement

Category and Sub-category	Level and Code	Level Descriptions
Procurement Risk Management	3	<ul style="list-style-type: none"> • 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
Supplier Relationship Management	3	<ul style="list-style-type: none"> • 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
Contract Management	3	<ul style="list-style-type: none"> • Utilise tools and systems to analyse and interpret a wide variety of supplier and performance related information to drive better outcomes through the relationship • Ensure the contracted services are delivered in accordance with the intent of the contract, risks are identified and performance effectively managed • Administer complex contracts such as outsourced arrangements and joint ventures • Review and negotiate contract variations and monitor the contract database to ensure contract details are up to date • Work with internal business partners to define and provide a single face to the supply market, ensure agreements are fully understood and utilised and performance issues are addressed effectively • Effectively analyse data to assess strategic supplier performance and identify changes/improvements needed to deliver better outcomes