

## CONTRACT MANAGER

BRANCH/UNIT	Student Experience Group/ Education Planning and Service Delivery		
TEAM	Education Contract Management and Implementation		
LOCATION	Negotiable		
CLASSIFICATION/GRADE/BAND	TAFE Manager Level 2		
POSITION NO.	TBA		
ANZSCO CODE	511112	PCAT CODE	1229192
TAFE Website	<a href="http://www.tafensw.edu.au">www.tafensw.edu.au</a>		

### 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 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.

### 2. POSITION PURPOSE

The Contract Manager is responsible for leading, managing, coordinating and providing advice on the implementation and performance management of assigned contracts to ensure consistency in delivery, performance reporting and compliance with contractual obligations. The role is responsible for driving growth, optimising contract performance and value and establishing and managing stakeholder relationships relating to operational delivery of the contract(s).

[TAFENSW.EDU.AU](http://TAFENSW.EDU.AU)

### 3. KEY ACCOUNTABILITIES

1. Provide leadership, direction, advice and support to manage all aspects of implementation and performance management of contracts to ensure consistency in contract performance, standards and delivery .
2. Responsible for establishing and managing relationships relating to the delivery of the contract(s) to ensure delivery expectations of the contract partners and regional delivery groups, and the resolution of -related contractual issues are managed consistently, expediently and with clarity.
3. Lead a team in the management, reporting and administration of the contract(s) and resolve escalated contractual, compliance and regulatory risks and issues to ensure that delivery and implementation is aligned to contractual and compliance obligations.
4. Develop and maintain an in depth knowledge of assigned contracts, identify risks and growth opportunities and provide direction and support to assist the regional delivery groups with contract implementation, contract performance, reporting and compliance to ensure contract delivery efficiencies are implemented and achieve state-wide contractual outcomes.
5. Implement consistent contract management, policies, systems and processes , to support efficient management, reporting and administration of the contract life cycle across the regional delivery groups optimising people and financial resources, maximising the contract business value to TAFE NSW and outcomes for customers.
6. Drive continuous improvement through regular review of processes and procedures, evaluation of contract outcomes, including customer experience, and initiation of improvement strategies to optimise delivery operations and outputs.
7. Demonstrate a genuine commitment to safety excellence and safety leadership. This includes setting health and safety expectations, results and behaviours with direct reports, providing a safe workplace and ways of working, and promoting and complying with safety systems and procedures.
8. Place the customer at the centre of all decision making.
9. Manage and develop a high performance team, aligned to the core values of integrity, collaboration, excellence and a customer first attitude, through effective leadership, support and feedback.
10. Collaborate with staff to ensure the development and regular review of meaningful individual performance development and review plans that are clearly aligned to strategic objectives and focused to develop the individual.

### 4. KEY CHALLENGES

- Contributing in delivering a consolidated contract management function within a politically sensitive and heavily regulated and complex and multi-dimensional compliance environment (DoE, NESA, ASQA, TEQSA and CRICOS).
- Maintaining the consistency and state wide delivery of quality of enterprise contract delivery through appropriate frameworks given an environment of frequent employment market changes and resource constraints.
- Establishing and maintaining strong relationships at the operational level and achieving well-formed and balanced outcomes with the customer(s) in an evolving and maturing business environment.
- Initiating and establishing significant change and reform to the delivery of state wide educational planning process and operations while concurrently ensuring high performance in day to day operations.

## 5. KEY RELATIONSHIPS

WHO	WHY
<b>Internal</b>	
Head of Education Contract Management and Implementation	<ul style="list-style-type: none"> <li>• Receive leadership, direction and advice.</li> <li>• Provide expert advice on a range of Contract related issues and strategies.</li> <li>• Reporting on contract performance.</li> </ul>
Direct Reports	<ul style="list-style-type: none"> <li>• Provide leadership, direction and advice.</li> </ul>
Student Experience Group	<ul style="list-style-type: none"> <li>• Advise on contract delivery requirements, obligations, compliance and contractual arrangements.</li> <li>• Advise on and assistance with contract implementation, service delivery and quality assurance.</li> </ul>
Finance/Business Development Business Partner	<ul style="list-style-type: none"> <li>• Collaborate extensively on financial forecasting and accountability tracking.</li> <li>• Provide statewide insights and inputs to bids/ tender plans and viability analysis</li> </ul>
Governance, Legal and Risk	<ul style="list-style-type: none"> <li>• Engage, collaborate and discuss legal requirements and implications of enterprise education contracts, variations, termination and renewals.</li> </ul>
Standards and Compliance	<ul style="list-style-type: none"> <li>• Provide regulatory and audit support for contract compliance monitoring and reporting.</li> </ul>
Head of Skills Teams	<ul style="list-style-type: none"> <li>• Guide and enable the implementation and performance monitoring of contracts and delivery options across the entire Student Experience Group.</li> </ul>
<b>External</b>	
Funding bodies, industry, and community clients and partners	<ul style="list-style-type: none"> <li>• Build and maintain strong and positive working relationships to manage competing priorities and interests.</li> </ul>
Key industry stakeholders and participants, major customers	<ul style="list-style-type: none"> <li>• Establish and develop effective business partnerships and relationships with key industry, government related stakeholders and customers to ensure delivery of contracts and related services and resolution of contractual issues.</li> </ul>

## 6. POSITION DIMENSIONS

**Reporting Line:** Head of Education Contract Management and Implementation

**Direct Reports:** Dependent on contract resourcing needs

**Indirect Reports:** Nil (additional – dependent on contract/s assigned)

**Financial delegation:** TBA

**Budget/Expenditure:** TBA

**Decision Making:**

- Makes decisions on complex and sensitive issues through the detailed analysis of alternative courses of action and their implications on achieving organisational objectives and strategies.
- Manage functional expenditure and resourcing within relevant policy and delegation frameworks.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

## 7. ESSENTIAL REQUIREMENTS

1. Degree qualification in related field or equivalent significant experience.
2. Demonstrated experience in managing education and training related contracts of various value, size and complexity to achieve stringent performance and compliance requirements.
3. Well-developed management experience in large and complex organisations.
4. Sound experience engaging both internal and external stakeholders in complex and politically complex environments.
5. Ability to address and meet 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 and Courage	Adept
	Act with Integrity	Adept
	<b>Manage Self</b>	<b>Advanced</b>
	Value Diversity and Inclusion	Intermediate
 Relationships	<b>Communicate Effectively</b>	<b>Advanced</b>
	Commit to Customer Service	Adept
	Work Collaboratively	Advanced
	<b>Influence and Negotiate</b>	<b>Advanced</b>
 Results	<b>Deliver Results</b>	<b>Adept</b>
	<b>Plan And Prioritise</b>	<b>Adept</b>
	<b>Think and Solve Problems</b>	<b>Advanced</b>
	<b>Demonstrate Accountability</b>	<b>Adept</b>
 Business Enablers	<b>Finance</b>	<b>Adept</b>
	Technology	Adept
	<b>Procurement and Contract Management</b>	<b>Advanced</b>
	Project Management	Advanced
 People Management	Manage and Develop People	Adept
	<b>Inspire Direction and Purpose</b>	<b>Adept</b>
	Optimise Business Outcomes	Adept
	Manage Reform and Change	Intermediate

## FOCUS CAPABILITIES

The focus capabilities for the Contract Manager 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
<b>Personal Attributes</b>		
Manage Self	Advanced	<ul style="list-style-type: none"> <li>Act as a professional role model for colleagues, set high personal goals and take pride in their achievement.</li> <li>Actively seek, reflect and act on feedback on own performance.</li> <li>Translate negative feedback into an opportunity to improve.</li> <li>Take the initiative and act in a decisive way.</li> <li>Demonstrate a strong interest in new knowledge and emerging practices relevant to the organisation.</li> </ul>
<b>Relationships</b>		
Communicate Effectively	Advanced	<ul style="list-style-type: none"> <li>Present with credibility, engage diverse audiences and test levels of understanding.</li> <li>Translate technical and complex information clearly and concisely for diverse audiences.</li> <li>Create opportunities for others to contribute to discussion and debate.</li> <li>Contribute to and promote information sharing across the organisation.</li> <li>Manage complex communications that involve understanding and responding to multiple and divergent viewpoints.</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>Explore creative ways to engage diverse audiences and communicate information.</li> <li>Adjust style and approach to optimise outcomes.</li> <li>Write fluently and persuasively in plain English and in a range of styles and formats.</li> </ul>
<b>Relationships</b> Influence and Negotiate	Advanced	<ul style="list-style-type: none"> <li>Influence others with a fair and considered approach and present persuasive counter-arguments.</li> <li>Work towards mutually beneficial 'win-win' outcomes.</li> <li>Show sensitivity and understanding in resolving acute and complex conflicts and differences.</li> <li>Identify key stakeholders and gain their support in advance.</li> <li>Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise.</li> <li>Anticipate and minimise conflict within the organisation and with external stakeholders.</li> </ul>
<b>Results</b> Deliver Results	Adept	<ul style="list-style-type: none"> <li>Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes.</li> <li>Make sure staff understand expected goals and acknowledge staff success in achieving these.</li> <li>Identify resource needs and ensure goals are achieved within set budgets and deadlines.</li> <li>Use business data to evaluate outcomes and inform continuous improvement.</li> <li>Identify priorities that need to change and ensure the allocation of resources meets new business needs.</li> <li>Ensure that the financial implications of changed priorities are explicit and budgeted for.</li> </ul>
<b>Results</b> Plan and Prioritise	Adept	<ul style="list-style-type: none"> <li>Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work.</li> <li>Initiate, prioritise, consult on and develop team and unit goals, strategies and plans.</li> <li>Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses.</li> <li>Ensure current work plans and activities support and are consistent with organisational change initiatives.</li> <li>Evaluate outcomes and adjust future plans accordingly.</li> </ul>
<b>Results</b> Think and Solve Problems	Advanced	<ul style="list-style-type: none"> <li>Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues.</li> <li>Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others.</li> <li>Take account of the wider business context when considering options to resolve issues.</li> <li>Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements.</li> <li>Implement systems and processes that are underpinned by high-quality research and analysis.</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>Look for opportunities to design innovative solutions to meet user needs and service demands.</li> <li>Evaluate the performance and effectiveness of services, policies and programs against clear criteria.</li> </ul>
<b>Results</b> Demonstrate Accountability	Adept	<ul style="list-style-type: none"> <li>Assess work outcomes and identify and share learnings to inform future actions.</li> <li>Ensure that own actions and those of others are focused on achieving organisational outcomes.</li> <li>Exercise delegations responsibly.</li> <li>Understand and apply high standards of financial probity with public monies and other resources.</li> <li>Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others' health and safety.</li> <li>Conduct and report on quality control audits.</li> <li>Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks.</li> </ul>
<b>Business Enablers</b> Finance	Adept	<ul style="list-style-type: none"> <li>Understand core financial terminology, policies and processes, and display knowledge of relevant recurrent and capital financial measures.</li> <li>Understand the impacts of funding allocations on business planning and budgets.</li> <li>Identify discrepancies or variances in financial and budget reports, and take corrective action.</li> <li>Know when to seek specialist advice and support and establish the relevant relationships.</li> <li>Make decisions and prepare business cases, paying due regard to financial considerations.</li> </ul>
<b>Business Enablers</b> Procurement and Contract Management	Advanced	<ul style="list-style-type: none"> <li>Ensure that employees and contractors apply government and organisational procurement and contract management policies.</li> <li>Monitor procurement and contract management risks and ensure that this informs contract development, management and procurement decisions.</li> <li>Promote effective risk management in procurement.</li> <li>Implement effective governance arrangements to monitor provider, supplier and contractor performance against contracted deliverables and outcomes.</li> <li>Represent the organisation in resolving complex or sensitive disputes with providers, suppliers and contractors.</li> </ul>
<b>People Management</b> Inspire Direction and Purpose	Adept	<ul style="list-style-type: none"> <li>Promote a sense of purpose, and help the team to understand the strategic direction of the organisation and the needs of customers and stakeholders.</li> <li>Translate broad organisational strategy and goals into tangible team goals and explain the links for the team.</li> <li>Ensure that team objectives and outcomes lead to the implementation of government priorities and create value for customers and stakeholders.</li> <li>Work to remove barriers to achieving goals.</li> </ul>

