

Role Description

Contracts Administrator



Customer
Service

Cluster	Customer Service
Department/ Agency	Department of Customer Service
Division/ Branch/Unit	Various
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	To be assigned
PCAT Code	To be assigned
Date of Approval	February 2020

Primary purpose of the role

The Contracts Administrator administers established contracts, in accordance with the Contract Management Plan and approved procedures, to achieve delivery of contractual obligations to agreed standards.

Key accountabilities

- Contribute to the development and implementation of contract management plans by sourcing documents and established contracts, as well as monitoring performance and addressing non-performance, to achieve the required contract outcomes
- Administer contracts in accordance with approved Contract Management Plans and procedures and update contract details to maintain the integrity of contract information
- Interpret and explain contract requirements, and terms and conditions to stakeholders to support compliance with statutory and policy requirements and inform decision-making
- Establish and maintain stakeholder and supplier relationships to identify and minimise risk, and maximise the value from the contract
- Proactively identify and manage contract risks to meet organisational obligations and achieve the planned outcomes of the contract

Key challenges

- Explaining contract requirements, terms and conditions and the need for compliance in a meaningful way to stakeholders, given the complexity of many contracts and the diverse needs of stakeholders
- Applying required administrative processes and effectively monitoring contract performance against agreed terms, given the high volume of contracts being administered

Key relationships

Who	Why
Internal	
Business Unit/Functional Head	<ul style="list-style-type: none"> • Provide reports and advice on contract performance, administration and issues to contribute to procurement decision making
Manager	<ul style="list-style-type: none"> • Provide advice on contracts and contract administration processes and contribute to broader unit issues • Report on progress towards business objectives, discuss key contracts and issues, seek and receive advice • Participate in meetings and discussions to share information and provide input and feedback
Work Team	<ul style="list-style-type: none"> • Support team members and work collaboratively to contribute to achieving business outcomes • Participate in discussions and decisions regarding resolution of issues and implementation of innovation and best practice • Represent work group perspective and share information
Customer/Stakeholders	<ul style="list-style-type: none"> • Provide contract administration services and support to agency staff/teams undertaking procurement • Manage the flow of information, seek clarification and provide customer focused advice and responses to ensure prompt resolution of issues
External	
Customers/Stakeholders	<ul style="list-style-type: none"> • Provide reports, analyses and advice to support procurement decision-making
Vendors/Service Providers and Consultants	<ul style="list-style-type: none"> • Provide information and advice on contract terms and conditions and the Contract Management Plan • Address disputes, performance issues and requests for variations
Other NSW Government Agencies	<ul style="list-style-type: none"> • Establish networks to maintain currency in trends and developments in contract management and administration • Exchange information on performance benchmarking and other matters of mutual interest
Professional and Sector Associations	<ul style="list-style-type: none"> • Develop professional expertise and keep up to date with trends and developments in contract management and administration

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.

Reporting line

Manager

Direct reports

Nil

Budget/Expenditure

As per Customer Service Delegations

Essential requirements





Nil


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	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Adept
	Project Management	Foundational

Capability Set	Category and Sub-category	Level and Code
	Procurement Risk Management	2
	Supplier Relationship Management	2
	Contract Management	2
	Legislative and Policy Environment	2
	Contract Law	2

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	Intermediate	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
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	Intermediate	<ul style="list-style-type: none"> • Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
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	Intermediate	<ul style="list-style-type: none"> • Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit
Business Enablers Procurement and Contract Management	Adept	<ul style="list-style-type: none"> • Apply legal, policy and organisational guidelines and procedures in relation to procurement and contract management • Develop well written, well structured procurement documentation that clearly sets out the business requirements • Monitor procurement and contract management processes to ensure they are open, transparent and competitive, and that contract performance is effective • Be aware of procurement and contract management risks, and what actions are expected to mitigate these • Evaluate tenders and select providers in an objective and rigorous way, in line with established guidelines and principles • Escalate procurement and contract management issues where required

Occupation specific capability set Procurement

Category and Sub-category	Level and Code	Level Descriptions
Procurement Risk Management	2	<ul style="list-style-type: none">• Identify and evaluate key risks at a contractual level for straightforward arrangements and seek input from other functions as appropriate (e.g. finance, legal etc.)• Input to risk logs and opportunity assessment reports as outlined in the organisational procurement practices• Develop risk mitigation strategies for straightforward procurement arrangements• Identify areas of non-compliance to procurement policy and raise with relevant stakeholders
Contract Management	2	<ul style="list-style-type: none">• Systematically follow contract management and administration guidelines on key contracts• Record contract documentation and performance outcomes• Manage suppliers to ensure goods, services and projects are delivered in line with agreed terms and conditions (on-time, on-cost, quality etc.)• Administer routine to complex contracts to ensure accuracy of pricing, scope variations and updates to terms and conditions. Monitor and report on milestones and outcomes• Undertake internal surveys and performance feedback as input into supplier performance reviews for straightforward contracts• Establish KPIs, performance metrics and SLAs for simple straightforward categories with some guidance and support for more complex areas• Capture and report on contract performance to measure value and effectiveness of incentives