

# Role Description

## Contract Delivery Manager



Cluster	Transport
Agency	Sydney Trains
Directorate/Branch/Unit	Engineering & Maintenance / Commercial & Supply Chain
Location	Burwood & Various Metro
Role Grade or Band	RC7
Senior Executive Work Level Standards	Not Applicable
Role Number	50055770 50055784 50058184 50051437 50055783 50055790 51016638 50055780 50055781 50055785 50055787 50055789 50057615 50055782 50055786 50055788
ANZSCO Code	511111
PCAT Code	2233792
Job Code	81000348
Health Assessment Category - Safety	Category 4
Vision	N/A - Cat 4 Only
Hearing	N/A - Cat 4 Only
Date of Approval	March 2018
Agency Website	<a href="http://www.sydneytrains.nsw.gov.au">www.sydneytrains.nsw.gov.au</a>

### Agency overview

Sydney Trains provides train services throughout the Sydney metropolitan area and was established in July 2013. Its vision is to keep Sydney moving by putting the customer at the centre of everything it does and delivering safe, reliable and clean rail services to the people of Sydney. The organisation is focused on providing sustainable, efficient and cost effective services.

### Primary purpose of the role

The role is responsible for the ongoing performance management of suppliers to ensure alignment with the contract management plan and Sydney Trains objectives. The role may also undertake or manage the operational activities to support the delivery of services, e.g. Electricity Supply, CCTV & Airport Line. This role will support the development and continuous improvement to tools and processes used to support the function.

### Key accountabilities

- Manage supplier performance in accordance with the balanced scorecard process and in compliance with applicable policies and procedures
- Implement innovations or improvements to existing contracts as guided by the Lead Contracts Manager.

- Support the procurement process leading to the development of new commercial arrangements and resultant implementation of external suppliers.
- Support the development of plans (& implementation if required) to ensure continuity of supply for essential goods & services.
- Proactively support and develop suppliers and internal stakeholders to maximise the value delivered through the contracts
- Support the continuous improvement of supplier management processes & tools
- Reporting and documentation of contract processes and supplier performance
- Execute safety responsibilities, authorities and accountabilities consistent with Sydney Trains safety management system requirements which are defined in SMS document number SMS-02-RG-3058

## Key challenges

- Management of commercial arrangements given the complexity and number involved, the need to ensure service standards are met and value for money is delivered.
- Supporting the transformation given the range of internal and external stakeholders, the potential resistance to change and the need for both structural and cultural change.
- Development of efficient and auditable processes for supplier management using available technology platforms.

## Key relationships

Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"> <li>• Day to day task allocation and reporting</li> <li>• Setting direction on critical issues</li> </ul>
Engineering & Maintenance Directorate Divisions	<ul style="list-style-type: none"> <li>• To clarify and understand business requirements, scope, design and budget;</li> <li>• Provision of information and support</li> <li>• Provision of regulations, standards and assurance</li> </ul>
Strategic Procurement, TSS	<ul style="list-style-type: none"> <li>• To provide input and guidance to progress through the relevant procurement activities</li> <li>• Support for establishing new commercial arrangements and escalation point for strategic suppliers or significant commercial issues with existing arrangements</li> <li>• For system support</li> </ul>
<b>External</b>	
Market and industry partners	<ul style="list-style-type: none"> <li>• To ensure that contracts are delivering value for money and to understand and stay informed of competitiveness within the market</li> </ul>

## **Role dimensions**

### **Decision making**

As per delegation for the role

### **Reporting line**

Lead Contracts Manager

### **Direct reports**

0-4 depending on the number and type of contracts managed.

### **Budget/Expenditure**

Management of commercial arrangements with external parties with a combined value in the range of \$10M - \$200M per annum

## **Essential requirements**

Tertiary qualifications in a relevant discipline or proven commercial business experience, including prime accountability in the management of commercial arrangements within relevant industry

## 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](http://www.psc.nsw.gov.au/capabilityframework)

This role also utilises an [occupation specific capability set](#).

## 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
	<b>Act with Integrity</b>	<b>Advanced</b>
	Manage Self	Adept
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	<b>Influence and Negotiate</b>	<b>Advanced</b>
 Results	<b>Deliver Results</b>	<b>Advanced</b>
	Plan and Prioritise	Adept
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	<b>Procurement and Contract Management</b>	<b>Advanced</b>
	Project Management	Adept
 People Management	<b>Manage and Develop People</b>	<b>Adept</b>
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Adept
	Manage Reform and Change	Intermediate

## Procurement Professionals Capability Set

Capability Group	Capability Name	Level
	Strategic Procurement Leadership	not applicable
	Procurement Analysis	not applicable
	Strategic Sourcing	not applicable
	Commercial Negotiation	Level 3
	Procurement Risk Management	not applicable
	Supplier Relationship Management	Level 3
	<b>Contract Management</b>	<b>Level 4</b>
	Legislative and Policy Environment	not applicable
	Contract Law	Level 3
	Cost Management	not applicable

## 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
<b>Personal Attributes</b> Act with Integrity	Advanced	<ul style="list-style-type: none"> <li>• Model the highest standards of ethical behaviour and reinforce them in others</li> <li>• Represent the organisation in an honest, ethical and professional way and set an example for others to follow</li> <li>• Ensure that others have a working understanding of the legislation and policy framework within which they operate</li> <li>• Promote a culture of integrity and professionalism within the organisation and in dealings external to government</li> <li>• Monitor ethical practices, standards and systems and reinforce their use</li> <li>• Act on reported breaches of rules, policies and guidelines</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</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>• Pre-empt and minimise conflict within the organisation and with external stakeholders</li> </ul>
<b>Results</b> Deliver Results	Advanced	<ul style="list-style-type: none"> <li>• Drive a culture of achievement and acknowledge input of others</li> <li>• Investigate and create opportunities to enhance the achievement of organisational objectives</li> <li>• Make sure others understand that on-time and on-budget results are required and how overall success is defined</li> <li>• Control output of business unit to ensure government outcomes are achieved within budget</li> <li>• Progress organisational priorities and ensure effective acquisition and use of resources</li> <li>• Seek and apply the expertise of key individuals to achieve organisational outcomes</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Business Enablers</b> Procurement and Contract Management	Advanced	<ul style="list-style-type: none"> <li>Ensure that government and organisational policy in relation to procurement and contract management is implemented</li> <li>Monitor procurement and contract management risks and ensure that this informs contract development, management and procurement decisions</li> <li>Take responsibility for procurement and contract management activities and decisions by applying the guidelines and procedures</li> <li>Promote the principles of risk management as applied to procurement projects, to identify and mitigate risk</li> <li>Implement effective governance arrangements to monitor provider, supplier and contractor performance against contracted deliverables and outcomes</li> <li>Represent the organisation in the resolution of complex/sensitive disputes with providers, suppliers and contractors</li> </ul>
<b>People Management</b> Manage and Develop People	Adept	<ul style="list-style-type: none"> <li>Define and clearly communicate roles and responsibilities to achieve team/unit outcomes</li> <li>Negotiate clear performance standards and monitor progress</li> <li>Develop team/unit plans that take into account team capability, strengths and opportunities for development</li> <li>Provide regular constructive feedback to build on strengths and achieve results</li> <li>Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way</li> <li>Monitor and report on performance of team in line with established performance development frameworks</li> </ul>

## Procurement Professionals Capability Set

Group and Capability	Level	Behavioural Indicators
<b>Procurement</b> Contract Management	Level 4	<ul style="list-style-type: none"> <li>Establish mechanisms to ensure contracts are effectively governed both within and outside of the procurement function</li> <li>Manage and adjust complex and strategic contracts to meet the intent of the business need and continue to add value</li> <li>Develop the overall plan for contract administration and set priorities and targets for renewal and extensions based on the business needs and market conditions</li> <li>Lead expert reference groups for key areas of spend and effectively work with business partners to support procurement programs and supply chain initiatives</li> <li>Lead the development and implementation of innovative performance and measurement metrics and incentive schemes</li> <li>Identify and mitigate variation and change claims which arise, and resolve conflict with suppliers</li> </ul>