

Role Description

ICT Contracts Manager



Cluster	Justice
Agency	NSW Police Force
Command/Business Unit	Digital Technology and Innovation (DTI)
Location	Parramatta
Classification/Grade/Band	Clerk 9-10
ANZSCO Code	135199
PCAT Code	1226692
NSWPF Role Number	
Date of Approval	27/06/2017
Agency Website	www.police.nsw.gov.au

Agency overview

The NSW Police Force (NSWPF) vision is for a *Safe and Secure New South Wales*, which is achieved by police working with the community to reduce violence, crime and fear.

It is one of the largest police forces in the western world, with more than 20,000 NSW Police Force employees, including more than 16,000 sworn officers providing a range of law and order services 24 hours a day, seven days a week to the socially, geographically and culturally diverse community of NSW.

The organisation has five function lines, based across a number of locations. Metropolitan Field Operations and Regional NSW Field Operations provide frontline services directly to the community. Investigations & Counter Terrorism provides investigative, technical and counter terrorism expertise. Specialist Support provides an operational support function along with a range of specialised services. The fifth function line, Corporate Services, provides business support services such as technology and communication, education and training and corporate human resources functions.

The NSWPF *Statement of Values* and *Code of Conduct & Ethics* outlines appropriate behaviour for all NSW Police Force staff. All employees of NSWPF are expected to ensure ethics are incorporated into all aspects of their work making ethical behaviour, practices and decision making a part of daily routine. This further extends to ensuring confidentiality and information security is maintained at all times.

Work, Health and Safety legislation requires all employees to have specific responsibilities. This role is responsible for ensuring that the work for which their position is responsible is carried out in ways which safeguard the health and safety of all workers.

Primary purpose of the role

The ICT Contracts Manager is responsible for the establishment, implementation, refinement and ongoing application of contract management processes and procedures to ensure they are consistent with NSW public sector policies and commercial and legal obligations.

Key accountabilities

- Manage ICT contract stakeholder expectations by understanding their needs and setting ICT contract stakeholder expectations with respect to contract performance objectives.

- Ensure ICT contract solutions comply with the NSW Police information technology policies, procedures, standards and security practices by maintaining awareness of and applying requirements and architecture standards and taking corrective action where necessary.
- Create a shared ICT contract vision by developing ICT contract management plans to realise ICT contract objectives.
- Execute ICT contract management plan to realise ICT contract performance objectives and proactively manage to overcome variances to ICT contracts.
- Plan, direct, monitor and report the ICT contract management activities from initiation to final stage to ensure successful ICT contract delivery.
- Manage risk and uncertainty that threaten or create opportunities for realising optimum ICT contract objectives.
- Proactively and regularly communicate attainment and variances of ICT contract objectives to stakeholders.
- Contribute to a culture of cooperation and collaboration by demonstrating appropriate behaviours and applying DTI team standards.

Key challenges

- Implementing professional commercially oriented sourcing and procurement processes to suitably satisfy contract requirements.
- Ensuring a coordinated and integrated approach to ICT contract delivery in line with agreed deliverables and client expectations and promoting strategies to ensure that contracts are managed in effectively and proactively in a changing environment.
- Building close working relationships with Commanders and Functional Managers to ensure their business needs in relation to delivery of ICT contracts are clearly understood and met.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Escalate issues, advise and receive instructions • Report on compliance and performance metrics
Internal partners	<ul style="list-style-type: none"> • Work collaboratively to contribute to achieving organisation's business goals • Participate in meetings to obtain the work group perspective and share information • Manage expectations, resolve and provide solutions to issues • Provide information and advice regarding contract refinements and obligations

Who	Why
External	
Contract partners	<ul style="list-style-type: none"> • Maintain supply relationship with vendors, service providers and consultants • Broker contract term changes • Receive and provide terms and conditions of business
Government interagency partners	<ul style="list-style-type: none"> • Maintain relationship with relevant counterparts in other government agencies and workgroups • Participate in meetings to obtain whole of government perspective and share information • Work collaboratively (where appropriate) to contribute to achieving government business goals
External stakeholders	<ul style="list-style-type: none"> • Working cooperatively and proactively with organisations interfacing with NSWPF and building solid working relationships and partnerships.

Role dimensions

Decision making

The ICT Contracts Manager provides feedback and recommendations to senior management concerning the delivery of ICT contracts to the NSWPF. It is responsible for planning and prioritising the management of ICT contracts over the contract lifecycle while ensuring that ICT contracts comply with the NSWPF policies, procedures, standards and security practices.

The role also works with other relevant teams to analyse, recommend and execute the most expedient course of action to rectify ICT contract delivery issues where they arise.

Reporting line

- Manager, ICT Commercial & Sourcing Manager

Direct reports

- ICT Contracts Coordinator - Clerk 5-6

Budget/Expenditure

- Nil

Essential requirements

- Tertiary qualifications in a relevant field or equivalent experience in contract management.
- Experience in commercial contracts, with particular skills around ICT contract management.
- Experience in managing and negotiating with commercial vendors.
- Obtain and maintain the requisite security clearances for this position.






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

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at www.psc.nsw.gov.au/capabilityframework/ICT.

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

Occupation / profession specific capabilities		
Capability Set	Category, Sub-category and Skill	Level and Code
 SFIA	Relationships and engagement, Stakeholder management	Level 5 - ITCM
	Contract management	
	Relationships and engagement, Stakeholder management, Sourcing	Level 5 - SORC

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	Adept	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour
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 Influence and Negotiate	Advanced	<ul style="list-style-type: none"> • Influence others with a fair and considered approach and present persuasive counter-arguments • Work towards mutually beneficial win/win outcomes • Show sensitivity and understanding in resolving acute and complex conflicts • Identify key stakeholders and gain their support in advance • Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise • Pre-empt and minimise conflict within the organisation and with external stakeholders
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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
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	Adept	<ul style="list-style-type: none"> • Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives • Allocate resources to ensure achievement of business outcomes and contribute to wider workforce planning • Ensure that team members base their decisions on a sound understanding of business principles applied in a public sector context • Monitor performance against standards and take timely corrective actions • Keep others informed about progress and performance outcomes

Occupation specific capability set (Skills Framework for the Information Age – SFIA)

Category, Sub-category	Level and Code	Skill and Level Description
Relationships and engagement, Stakeholder management	Level 5 - ITCM	<p>Contract management - Oversees and measures the fulfillment of contractual obligations. Uses key performance indicators (KPIs) to monitor and challenge performance and identify opportunities for continuous improvement. Develops strategies to address under-performance and compliance failures, including application of contract terms. Identifies where changes are required, evaluates the impact, and advises stakeholders about the implications and consequences for the business and/or the procurement element of programmes/projects. Negotiates variations and seeks appropriate authorisation. Actively supports and engages with experts and stakeholders to ensure continuous improvements are identified through review and benchmarking processes. Develops and implements change management protocols.</p>

Version Control

Version	Summary of Changes	Date
V1.0	Position Description translated into Role Description template	27.06.2017
V1.1	Update command name and minor corrections	02.07.2018
V1.2	Update Reporting Line, update former command name of BTS to DTI	19.03.2019