

Role Description

Quality Assurance and Contracts Manager

Cluster	Justice
Agency	NSW Police Force
Command/Business Unit	Operational Communications and Information Command
Location	Various
Classification/Grade/Band	Clerk 7-8
ANZSCO Code	139914
PCAT Code	1227291
NSWPF Role Number	
Date of Approval	02/01/2018
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 following all NSWPF health and safety policies, and taking all reasonable care that their actions or omissions do not impact on the health and safety of others.

Primary purpose of the role

The Quality Assurance and Contracts Manager delivers business compliance services and provides quality advice and support to business units, with a specific focus on audit and compliance functions, business continuity and contract management.

Key accountabilities

- Prepare reports, submissions and replies to correspondence dealing with contract negotiations to assist commands and business units to draft and establish contracts.

- Coordinate the renewal of contracts in collaboration with commanders, managers and stakeholders to ensure timely and appropriate action is taken.
- Provide high quality advice, reporting and quality assurance services to Commanders/Managers and their management teams in line with the command management framework and reporting mechanism.
- Facilitate the development of business plans, targets and reporting needs to align with the corporate plan, state plan and other key strategic policies.
- Monitor, review and report on the status of the command's business continuity plans to ensure compliance with corporate requirements.
- Maintain and manage the command's contract database to ensure appropriate records are kept.
- Research, develop and present information and training on quality assurance, compliance strategies, business planning and business continuity to achieve a high level of stakeholder knowledge and compliance.
- Build and maintain effective working relationships and collaboration with commanders, managers and other key stakeholders as a single point of contact for service delivery.

Key challenges

- Exercising sound judgement to ensure that competing work priorities of the role are met within agreed timeframes and deadlines are achieved.
- Maintaining a sound knowledge and understanding of quality assurance and contract management practices and initiatives, keeping abreast of current and emerging trends, policy and legislative changes and communicating these to stakeholders.
- Maintaining close liaison with business units across a geographically diverse area, providing ongoing support and guidance to management staff.

Key relationships

Who	Why
Internal	
Commander/Manager	<ul style="list-style-type: none"> • Receive guidance and provide regular updates on key projects, issues, priorities and business objectives. • Provide advice, discuss future direction and contribute to decision making • Identify emerging issues/risks and their implications and propose solutions. • Escalate sensitive issues.
Work Team	<ul style="list-style-type: none"> • Share information to promote consistent application of legislative requirements, policies and procedures • Support team members and work collaboratively to contribute to achieving business outcomes • Information exchange
Clients/Customers	<ul style="list-style-type: none"> • Resolve issues if possible and escalate where necessary • Provide advice to enable outcomes/resolutions and negotiate to ensure compliance with legislation and policies. • Manage expectations and provide services • Escalate issues where necessary

Who	Why
External	
Customers/Stakeholders	<ul style="list-style-type: none"> • Manage expectations and provide services • Resolve issues if possible and escalate where necessary • Information exchange

Role dimensions

Decision making

The role is required to exercise a degree of autonomy in terms of the provision of quality assurance and contract management activities including decision making across a broad range of accountabilities in accordance with best practise, legislation, policies and procedures. The role has the latitude to display a level of independence and initiative to resolve day to day challenges and to liaise with the Commander/Manager for matters of significance for which a direction or corporate position is necessary.

Reporting line

Depending on the location, this role may report to any of the following:

- Business Manager – Clerk 11-12
- Business Services Manager – Clerk 9-10
- Senior Business Consultant – Clerk 9-10

Direct reports

- Nil

Budget/Expenditure

- Nil

Essential requirements

- Obtain and maintain the requisite security clearances for this position.
- Demonstrated experience in contract management and the preparation of business plans, targets and reporting needs.

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/capabilityframwork/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	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Adept
 Results	Deliver Results	Intermediate
	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	Intermediate

Occupation / profession specific capabilities

Capability Set	Category, Sub-category and Skill	Level and Code
 SFIA	Skills and quality, Quality and conformance, Quality management	Level 4 – QUMG
	Relationships and engagement, Stakeholder management, Contract management	Level 4 - ITCM

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 Manage Self	Adept	<ul style="list-style-type: none"> Look for and take advantage of opportunities to learn new skills and develop strengths Show commitment to achieving challenging goals Examine and reflect on own performance Seek and respond positively to constructive feedback and guidance Demonstrate a high level of personal motivation

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
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	Adept	<ul style="list-style-type: none"> • Negotiate from an informed and credible position • Lead and facilitate productive discussions with staff and stakeholders • Encourage others to talk, share and debate ideas to achieve a consensus • Recognise and explain the need for compromise • Influence others with a fair and considered approach and sound arguments • Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relations with internal and external stakeholders • Pre-empt and minimise conflict
Results Deliver Results	Intermediate	<ul style="list-style-type: none"> • Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required
Results Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> • Understand the team/unit objectives and align operational activities accordingly • Initiate, and develop team goals and plans and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals • Accommodate and respond with initiative to changing priorities and operating environments

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
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 (Skills Framework for the Information Age – SFIA)

Category, Sub-category	Level and Code	Skill and Level Description
Skills and quality, Quality and conformance	Level 4 – QUMG	Quality management – Uses quality management models and techniques to identify areas for improvement. Determines corrective action to reduce errors and improve the quality of the system and services.
Relationships and engagement, Stakeholder management	Level 4 - ITCM	Contract management – Sources and collects contract performance data (such as pricing and supply chain costs), and monitors performance against KPIs. Identifies and reports under-performance and develops opportunities for improvement. Monitors compliance with Terms and Conditions and take appropriate steps to address non-compliance. Pro-actively manages risk and reward mechanisms in the contract. Monitors progress against business objectives specified in the business case. Identifies where change is required, and plans for variations. In consultation with stakeholders, ensures that change management protocols are implemented.

Version Control

Version	Summary of Changes	Date
V1.0	Position Description translated into Role Description template	02.01.2018