

Role Description

Contracts Manager

Cluster	Transport
Agency	Transport for NSW
Division/Branch/Unit	Regional & Outer Metropolitan / Rural & Regional Service Delivery & Performance
Location	Newcastle
Classification/Grade/Band	Grade 8
Role Number	50003531 (North Coast), 51002127 (New England) & 51002136 (Central Western & Western)
ANZSCO Code	133612
PCAT Code	3328391
Date of Approval	October 2019
Agency Website	www.transport.nsw.gov.au

Agency overview

Transport for NSW (TfNSW) is the lead agency of the NSW Transport cluster. At Transport, we're passionate about making NSW a better place to live, work and visit. Our vision is of a connected roads and public transport network that has higher capacity and gives people the freedom to choose how and when they get around, no matter where they live and work. Right now, we're delivering a \$41.5bn program – the largest this nation has ever seen – to keep people and goods moving, connect communities and shape the future of our cities, centres and regions. At Transport, we're also committed to creating a diverse, inclusive and flexible workforce which reflects the community and the customers we serve.

Primary purpose of the role

The primary purpose of the role is to contribute to the overall customer experience by managing rural and regional and outer metropolitan activities relating to public transport procurement, contract development & management in order to provide an integrated, safe, reliable, customer-focused and efficient service that meets the needs of stakeholders.

Key accountabilities

- Motivate, encourage and inspire the development of a strong, effective, efficient, ethical and professional team with a clear focus on the delivery of planned outcomes and the continual development of the capabilities and capacities of the individual team members.
- Manage the Unit's contribution to business plans, budgets and risk management plans, consistent with overall Division and Corporate Plans, control costs, review and improve business systems and processes, and report as required on activities, performance, trends and issues.

- Promote the Public Sector Values of Integrity, Trust, Service and Accountability and the organisation's Code of Conduct. Manage business processes to ensure the proactive identification of risk and the review and improvement of systems designed to minimise or eliminate fraud and corruption.
- Support in the negotiation and agreement of commercial matters including new contracts and contract variations to ensure that contracts are consistent with government priorities and Transport for NSW strategic directions to deliver safe, high-quality, integrated, customer-oriented services and demonstrate value for money.
- Implement contract management processes in conjunction with the Contract Management team to optimise the potential of Rural and Regional and Outer Sydney Metropolitan supplier relationships and contract compliance.
- Provide accurate, expert and timely advice, information and reports on the strategic and transactional aspects of contract management relevant to their contract portfolio to highlight any trends, forecasts or risks that require management intervention and/or strategic solutions for further action.
- Identify areas of non-compliance, default or sub-optimal performance, including drafting recommendations to the Contracts Management Specialist suggesting the corrective action to be taken and replies to the operating agencies on contractual issues.
- Establish and maintain the appropriate operating rhythm with contractors to ensure regular and appropriate contact is maintained and coordinated with the Contractor(s) on issues related to contract administration and governance.

Key challenges

- Assist in establishing contract management expertise in a diversified organisation that continues to undergo structural, cultural and technological change
- Consistently deliver efficiency and set a platform for increased commerciality
- Maintain excellent working relationships with multiple contracted service providers without compromising the integrity of contract management requirements

Key relationships

Who	Why
Internal	
Principal Manager Service Delivery and Contract Manager-Specialist	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise and receive instructions • Provide regular updates on key projects, issues and priorities • Contribute to strategic planning, policy development and decision making • Work cooperatively within the team, exchange information and assist other team members to achieve team objectives and work outcomes
Contract Management teams	<ul style="list-style-type: none"> • Lead and inspire a professional team to ensure the delivery of services through effective contract management. • Provide expert advice on procurement and contract issues • Contribute to the overall compliance with contract management framework
External	
Other TfNSW divisions and Transport operating agencies, the travelling public, contract and service suppliers	<ul style="list-style-type: none"> • Participate in forums, groups to represent agency and share information

Who	Why
	<ul style="list-style-type: none"> • Participate in discussions regarding innovation and best practice • Develop strong relationships and collaborate to facilitate strategic decision making

Role dimensions

Decision making

As per the delegations for the role.

Reporting line

The role reports to the Contract Manager - Specialist

Direct reports

The role has four direct reports.

Budget/Expenditure

The budget/expenditure allocation for the role will be confirmed.

Essential requirements

1. Relevant qualifications in procurement, law, commerce, business or economics and/or equivalent industry experience.
2. Demonstrated experience in contract management, preferably in service delivery and/or relationship management environment.






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

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	Advanced	<ul style="list-style-type: none"> Model the highest standards of ethical behaviour and reinforce them in others Represent the organisation in an honest, ethical and professional way and set an example for others to follow Ensure that others have a working understanding of the legislation and policy framework within which they operate Promote a culture of integrity and professionalism within the organisation and in dealings external to government Monitor ethical practices, standards and systems and reinforce their use Act on reported breaches of rules, policies and guidelines

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> Take responsibility for delivering high quality customer-focused services Understand customer perspectives and ensure responsiveness to their needs Identify customer service needs and implement solutions Find opportunities to co-operate with internal and external parties to improve outcomes for customers Maintain relationships with key customers in area of expertise Connect and collaborate with relevant stakeholders within the community
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> Encourage a culture of recognising the value of collaboration Build co-operation and overcome barriers to information sharing and communication across teams/units Share lessons learned across teams/units Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
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 Demonstrate Accountability	Adept	<ul style="list-style-type: none"> Assess work outcomes and identify and share learnings to inform future actions Ensure that actions of self and others are focused on achieving organisational outcomes Exercise delegations responsibly Understand and apply high standards of financial probity with public monies and other resources Identify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and others Conduct and report on quality control audits Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks
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

Group and Capability	Level	Behavioural Indicators
		<p>management activities and decisions by applying the guidelines and procedures</p> <ul style="list-style-type: none"> • 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 Manage and Develop People	Adept	<ul style="list-style-type: none"> • Define and clearly communicate roles and responsibilities to achieve team/unit outcomes • Negotiate clear performance standards and monitor progress • Develop team/unit plans that take into account team capability, strengths and opportunities for development • Provide regular constructive feedback to build on strengths and achieve results • Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way • Monitor and report on performance of team in line with established performance development frameworks