

Role Description

Contract Administrator



Cluster	Transport & Infrastructure
Agency	Sydney Metro
Division/Branch/Unit	Office of the Chief Executive / Commercial
Location	680 George Street, Sydney and other site locations
Classification/Grade/Band	Grade 8
Role Number	Various
ANZSCO Code	511111
PCAT Code	1227283
Date of Approval	May 2019
Agency Website	www.sydneymetro.info

Agency overview

Sydney Metro is leading Australia's biggest public transport infrastructure program, developing and delivering a new world-class metro railway system for Sydney.

As a new NSW Government statutory authority, Sydney Metro has been tasked with developing and delivering metro railways, and managing their operations. Sydney Metro also leads the development of vibrant station precincts to meet customer and community needs, transforming the way Sydney travels and helping shape the future of Australia's largest city.

Primary purpose of the role

The primary purpose of the role is to provide contract administration services for a bespoke suite of contracts, including Professional Service Contracts (PSCs). The role acts as a primary point of contact for contract administration activities for the organisation, facilitating engagement with specialist procurement and contract management resources and managing strategic supplier relationships.

Key accountabilities

- Live the NSW Public Sector and organisational values to achieve outstanding outcomes for the organisation and customers.
- Provide guidance on procurement and contract administration procedures, to ensure consistent best practice in contract administration across work packages
- Develop and execute detailed Contract Management Plans, including establishing KPIs and governance structures, risk identification and mitigation, monitoring performance benefits tracking and outcomes reporting, and intervening, where necessary, to achieve the objectives of the contract
- Review, assess and process variations and claims in accordance with contract provisions and ensure payment of claims and invoices is carried out in accordance with contract and legislative requirements

- Provide support and coordination relative to the reporting requirements of the project including the preparation of briefing notes for expenditure under delegation and monthly progress reports in compliance with procurement rules and legislation
- Support the compilation of Professional Service Contracts, including obtaining firm prices, internal approval and/or budget estimates for future works
- Assist with regular budget analysis and forecasting activities to ensure compliance with procurement rules and procedures
- Prepare, issue and respond to general correspondence in relation to the contract to support business objectives

Key challenges

- Keeping abreast of current and emerging best practice, standards, government policy and statutory requirements in relation to procurement.
- Building and maintaining a wide knowledge and understanding of the business environment within Transport for NSW core divisions.

Key relationships

Who	Why
Internal	
Manager and team	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise and receive instructions • Provide regular updates on key projects, issues and priorities • Work cooperatively within the team, exchange information and assist other team members to achieve team objectives and work outcomes
Commercial Team within the Office of the Chief Executive	<ul style="list-style-type: none"> • Act as primary point of contact for senior stakeholders & facilitate engagement with specialist Sydney Metro resources
Integrated project teams and wider Sydney Metro Office	<ul style="list-style-type: none"> • Build collaborative working relationships • Act as a primary point of contact
External	
TfNSW and other Transport Operating Agencies	<ul style="list-style-type: none"> • Build collaborative working relationships
Suppliers and service providers	<ul style="list-style-type: none"> • Develop sound working relationships with strategic suppliers to drive value through appropriate long term relationships
Business partners, other government agency (State and Commonwealth); private sector groups; corporate and industry associations	<ul style="list-style-type: none"> • Provide advice and respond to requests for information • Participate in forums, groups to represent agency and share information

Role dimensions

Decision making

The role operates within the requirements of the agreed work plan and establishes operational priorities in consultation with the Manager. The position holder is expected to deliver assigned projects on time and at or below budget and is fully accountable for the quality, integrity and accuracy of expert advice provided.

Reporting line

Sydney Metro operates under a matrix reporting model across functional, implementation groups and/or project workstreams. For all day to day operational issues this role reports to either the Commercial Director, Associate Director Commercial, Senior Manager Commercial or Manager Service Contracts.

Direct reports

The role has no direct reports

Budget/Expenditure

The budget/expenditure allocation for the role is to be confirmed

Essential requirements

Demonstrated relevant working experience in contract management

Comprehensive working knowledge of the NSW Government Procurement Policy and procurement framework and probity requirements

Good working knowledge of “best practice” for services contract management

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 Procurement Professionals capability set. The capability set can be found at: [Procurement Professionals 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
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Adept
	Project Management	Intermediate

Capability Set	Category and Sub-category	Level and Code
 Procurement	Procurement Risk Management	2
	Supplier Relationship Management	2
	Contract Management	2
	Commercial Negotiation	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	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
Act with Integrity		

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> 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 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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Procurement and Contract Management	Adept	<ul style="list-style-type: none"> Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks 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 Principals Escalate procurement and contact management issues where required

Occupation specific capability set Procurement

Category and Sub-category	Level and Code	Level Descriptions
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

Occupation specific capability set Procurement

Category and Sub-category	Level and Code	Level Descriptions
Supplier Relationship Management	2	<ul style="list-style-type: none">• Understand supplier segmentation and determine the appropriate type of supplier relationship needed from straightforward areas of expenditure• Develop appropriate supplier relationships for lower value or lower risk goods and services• Assess impacts on suppliers and work to eliminate areas of unnecessary costs in straightforward categories• Track and monitor benefits through supplier relationships for low risk/spend suppliers and contracts