

## CONTRACTS SPECIALIST

BRANCH/UNIT	Procurement		
TEAM	Capability & Governance		
LOCATION	Optional		
CLASSIFICATION/GRADE/BAND	TWL9		
POSITION NO.	TBA		
ANZSCO CODE	135199	PCAT CODE	TBA
TAFE Website	<a href="http://www.tafensw.edu.au">www.tafensw.edu.au</a>		

### 1. ORGANISATIONAL ENVIRONMENT

TAFE NSW's purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training with over 500,000 annual enrolments and a proud history for setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion and reputation to meet the rapidly changing VET landscape.

TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening up opportunities through learning.

### 2. POSITION PURPOSE

The Contracts Specialist is responsible for providing high level support and advice in the management and service delivery of all contracts across TAFE NSW. This includes managing procurement projects, implementing contract administration and governance, vendor and performance management, providing authoritative advice across the contract manager community, and reviewing continuous service improvement opportunities to ensure value for money agreements.

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### 3. KEY ACCOUNTABILITIES

1. Work closely with the Enterprise Contracts Manager to lead the development of contract implementation strategies in consultation with stakeholders to provide business solutions that add value to TAFE NSW.
2. Manage the creation and amendment of contract workspaces, assess payment claims and milestones, analyse contract compliance and performance against KPIs in order to ensure compliance with internal and external governance and probity requirements.
3. Implement contract governance in line with organisational policies and NSW Government requirements (including engagement of key internal stakeholders) in order to ensure robust and consistent contract management, supplier performance and contract administration across the organisation.
4. Provide expert and sophisticated advice and act as an escalation point to managers and staff to support their operational capability and decision-making.
5. Maintain systems that monitor commercial relationships, participating in total quality management and continuous improvement to inform strategy recommendations and promote improvements.
6. Manage a pipeline of commercial activities to ensure that the contractual lifecycle is effectively executed and provide appropriate recommendations for consideration to the Enterprise Contracts Manager in order to address any identified issues.
7. Resolve a broad range of contract and system based queries received from a diverse range of stakeholders to support business outcomes and deliver benefits realisation.
8. Reflect TAFE NSW's values in the way you work and abide by policies and procedures to ensure a safe, healthy and inclusive work environment.
9. Place the customer at the centre of all decision making.
10. Work with the Line Manager to develop and review meaningful performance management and development plans.

### 4. KEY CHALLENGES

- Managing multiple commercial arrangements with competing priorities, ensuring service standards are met and value for money is delivered.
- Maintaining the development of efficient and auditable processes for supplier management, using available technology platforms.
- Implementing the contract management framework across a broad range of stakeholders, whilst optimising a new technology platform, SAP Ariba
- Ensuring accurate recording of data informs benchmarking and reporting requirements.
- Achieving and maintaining high standards of service delivery in a complex environment with varying levels of contract management and procurement understanding within the business.

### 5. KEY RELATIONSHIPS

#### WHO

#### WHY

##### Internal

Enterprise Contracts Manager

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- For leadership and supervision, direction and advice on a range of issues and priorities.
- Identify and alert when timeframes may be in jeopardy.

	<ul style="list-style-type: none"> <li>Develop and implement risk mitigation strategies to support the achievement of at risk deadlines.</li> <li>Regularly report on the achievement of project goals.</li> </ul>
Category Teams	<ul style="list-style-type: none"> <li>Provide recommendations to improve contract compliance and benefits realisation at time of sourcing and contract negotiations</li> <li>Provide contract and performance reporting to assist with Procurement and Category Strategies and pipeline management</li> </ul>
External vendors, program & project managers	<ul style="list-style-type: none"> <li>Liaise and seek information on business critical operations.</li> <li>Collaborate on the development and implementation of business systems, processes and procedures.</li> <li>Seek observations on the impact of business process changes in order to continuously review and improve service delivery.</li> </ul>
<b>External</b>	
NSW Government Departments	<ul style="list-style-type: none"> <li>Clarify and seek feedback on internal contract administration issues.</li> </ul>

## 6. POSITION DIMENSIONS

**Reporting Line:** Enterprise Contracts Manager

**Direct Reports:** Nil

**Indirect Reports:** Nil

**Financial delegation:** TBA

**Budget/Expenditure:** TBA

**Decision Making:**

- Makes decisions on complex and sensitive issues that are based on professional judgment, evaluating risks and in the context of a complex and changing environment.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

## 7. ESSENTIAL REQUIREMENTS

- Degree in relevant discipline or equivalent skills, knowledge and experience.
- Sound experience in managing a pipeline of work, identifying priorities and collaborating with diverse stakeholders.
- Knowledge of NSW Government procurement policies and procedures, and ability to lead contract implementation and supplier performance management projects.
- Demonstrated experience managing commercial relationships, including implementing contract governance and implementing risk mitigation strategies.
- Ability to address and meet the focus capabilities as stated in the position description.






## 8. CAPABILITIES

### NSW Public Sector Capability Framework

Below is the full list of capabilities and the level required for this role as per the [NSW Public Sector Capability Framework](#). The capabilities in **bold** are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

Capability levels are as follows and reflect a progressive increase in complexity and skill:

Foundational > Intermediate > Adept > Advanced > Highly Advanced

CAPABILITY GROUP	NAME	LEVEL
	<b>Display Resilience &amp; Courage</b>	<b>Adept</b>
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
	<b>Communicate Effectively</b>	<b>Adept</b>
	<b>Commit to Customer Service</b>	<b>Advanced</b>
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
	Deliver Results	Adept
	<b>Plan And Prioritise</b>	<b>Adept</b>
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
	Finance	Intermediate
	Technology	Intermediate
	<b>Procurement and Contract Management</b>	<b>Advanced</b>
	<b>Project Management</b>	<b>Adept</b>
	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Intermediate
	<b>Optimise Business Outcomes</b>	<b>Adept</b>
	Manage Reform and Change	Intermediate

### FOCUS CAPABILITIES

The focus capabilities for the Contracts Specialist 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 position's key accountabilities.

### NSW Public Sector Focus Capabilities

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b>		
Display Resilience and Courage	Adept	<ul style="list-style-type: none"> <li>Be flexible, show initiative and respond quickly when situations change.</li> <li>Give frank and honest feedback/advice.</li> <li>Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively.</li> </ul>

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## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>• Raise and work through challenging issues and seek alternatives.</li> <li>• Keep control of own emotions and stay calm under pressure and in challenging situations.</li> </ul>
<b>Relationships</b> Communicate Effectively	Adept	<ul style="list-style-type: none"> <li>• Tailor communication to the audience.</li> <li>• Clearly explain complex concepts and arguments to individuals and groups.</li> <li>• Monitor own and others' non-verbal cues and adapt where necessary.</li> <li>• Create opportunities for others to be heard.</li> <li>• Actively listen to others and clarify own understanding.</li> <li>• Write fluently in a range of styles and formats.</li> </ul>
<b>Relationships</b> Commit to Customer Service	Advanced	<ul style="list-style-type: none"> <li>• Promote a culture of quality customer service in the organisation.</li> <li>• Initiate and develop partnerships with customers to define and evaluate service performance outcomes.</li> <li>• Promote and manage alliances within the organisation and across the public, private and community sectors.</li> <li>• Liaise with senior stakeholders on key issues and provide expert and influential advice.</li> <li>• Identify and incorporate the interests and needs of customers in business process design.</li> <li>• Ensure that the organisation's systems, processes, policies and programs respond to customer needs.</li> </ul>
<b>Results</b> Plan and Prioritise	Adept	<ul style="list-style-type: none"> <li>• Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work.</li> <li>• Initiate, prioritise, consult on and develop team/unit goals, strategies and plans.</li> <li>• Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses.</li> <li>• Ensure current work plans and activities support and are consistent with organisational change initiatives.</li> <li>• Evaluate achievements and adjust future plans accordingly.</li> </ul>
<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> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Business Enablers</b> Project Management	Adept	<ul style="list-style-type: none"> <li>Represent the organisation in the resolution of complex/sensitive disputes with providers, suppliers and contractors.</li> </ul>
		<ul style="list-style-type: none"> <li>Prepare clear project proposals and define scope and goals in measurable terms.</li> <li>Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements.</li> <li>Prepare accurate estimates of costs and resources required for more complex projects.</li> <li>Communicate the project strategy and its expected benefits to others.</li> <li>Monitor the completion of project milestones against goals and initiate amendments where necessary.</li> <li>Evaluate progress and identify improvements to inform future projects.</li> </ul>
<b>People Management</b> Optimise Business Outcomes	Adept	<ul style="list-style-type: none"> <li>Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives.</li> <li>Allocate resources to ensure achievement of business outcomes and contribute to wider workforce planning.</li> <li>Ensure that team members base their decisions on a sound understanding of business principles applied in a public sector context.</li> <li>Monitor performance against standards and take timely corrective actions.</li> <li>Keep others informed about progress and performance outcomes.</li> </ul>