



# Job Description Form

## 013666 Contract Services Officer

### Contracts Branch

#### POSITION DETAILS

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Classification Level: 4  
Award/Agreement: PSA 1992 / PSGOGA 2014  
Position Status: Permanent  
Organisation Unit: Corporate Support Division, Knowledge, Information & Technology Directorate  
Physical Location: Perth CBD

#### REPORTING RELATIONSHIPS

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Responsible to: 005577 Manager Contract Services - Level 7

**THIS POSITION:** 013666 Contract Services Officer - Level 4

Direct reports: NIL

#### OVERVIEW OF THE POSITION

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The Contract Services Branch is responsible for providing procurement and contract management support for technology solutions and support to the Department whilst continuously improving its services in support of operations. The Branch plays a key role in supporting business improvement and efficiencies through integrated systems.

The Contract Services Officer is responsible for providing assistance with the coordination of Information and Communications Technology (ICT) services contracts, asset management, license management and software contract management.

## **JOB DESCRIPTION**

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As part of the Contract Services Branch, the successful applicant will be expected to:

- Maintain focus on the Department's goals concerning safety, security and rehabilitation;
- Work to improve communication and model integrity and respect in all interactions;
- Operate within the Department's Corporate Governance Framework, policies and procedures and ensure effective transparency and accountability of all Department activity;
- Operate within chain of command facilities to coordinate activities required to meet the Department's strategic objectives;
- Work collaboratively to achieve common goals and best practice and facilitate business improvements as appropriate;
- Facilitate cultural and management reforms within the Department through leadership and engagement; and
- Represent the Department's interest on committees and working groups as required.

## **ROLE SPECIFIC RESPONSIBILITIES**

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- Assists with the monitoring and maintenance of software licensing and licensing compliance for all ICT systems.
- Assists with the management and monitoring of the department's outsourced ICT services to ensure compliance with service level agreements and contracts.
- Provides administrative support to the Contract Services Branch and coordinates contract management meetings
- Supports the operations of Contracts Services Branch by: assisting staff as required; coaching and mentoring staff across the team to develop and enhance their capabilities.
- Other duties as required in accordance with strategic objectives, business plans, local workload priorities and performance management plans.

## **JOB RELATED REQUIREMENTS**

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In the context of the role specific responsibilities of the position, the ability to demonstrate the following skills, knowledge and experience.

### **Shapes and Manages Strategy**

The ability to; understand the reasons for decisions and how they are related to their work, understand the work environment and identify issues that may impact own achievement and contributes to team planning, draw on information from a range of sources and to use common sense to analyse what information is important, anticipate issues that could impact on tasks and identify risks and uncertainties in procedures and tasks are all important for this role.

**Achieve Results**

The ability to; monitor progress against performance expectations to ensure deadlines are met, communicate outcomes to supervisor, apply and develop capabilities to meet performance expectations, demonstrate knowledge of new programs, products or services relevant to the position, work to agreed priorities, outcomes and resources and be responsive to changes in requirements are fundamental to this role.

**Builds Productive Relationships**

The capacity to; build and maintain relationships with team members, other teams, colleagues and clients, share information with team members, seek input from others, contribute to team discussions and ensure that others are kept informed, maintain an awareness of personalities, motivations and diverse qualities, treat people with respect and courtesy and an ability to act on constructive feedback.

**Exemplifies Personal Integrity and Self-Awareness**

An ability to; listen when own ideas are challenged, provide accurate advice to colleagues and clients and to check and confirm the accuracy of information prior to release, take responsibility for mistakes and learn from them, acknowledge when in the wrong, seek advice and assistance from colleagues and supervisor when uncertain. Engage with risk by providing accurate information, seeking guidance when required and reporting potential risk issues to supervisor.

**Communicates and Influences Effectively**

A demonstrated ability to; structure messages clearly and succinctly orally and in writing, focus on gaining a clear understanding of others comments by listening and questioning for clarity, check that own views have been understood, listen to differing ideas to develop an understanding of the issues are essential in this role.

**Role Specific Criteria**

- Knowledge of ICT Contract Management and procurement of ICT services.

**SPECIAL REQUIREMENTS/EQUIPMENT**

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Nil

**CERTIFICATION**

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The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.

Delegated Authority

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

HR CERTIFICATION DATE: \_\_\_\_\_