

Senior Contracts Coordinator

Asset Planning and Services

Position number	00043115
Agreement	Public Sector CSA Agreement 2022 or as replaced
Classification	Level 6
Reports to	Principal Consultant contracts (Level 7)
Direct reports	Contracts Support Officer (Level 4)

Context

Education Business Services (EBS) is the key provider of professional business services and support for Western Australian public schools, statutory boards and divisions of the Department. These highly valued services are delivered through the areas of finance, information and communication technologies (ICT), and infrastructure. We continually strive to enhance the capability and responsiveness of our staff, systems and processes across the organisation to deliver high quality education.

We are committed to contemporary work practices and adhere to the following service delivery principles:

Responsive: We respond to and reflect the needs of our customers.

Flexible: We are flexible and understand that our customers are not all the same.

Transparent: We are clear and open about our services, processes and decision making.

Accountable: We hold ourselves to high standards and deliver on our commitments.

Collaborative: We work in partnership with our customers.

The Infrastructure Division has responsibility for the provision of facilities (land, buildings and equipment) which include demographic forecasting and facilities planning, strategic asset management, capital works programs and the maintenance and minor works programs.

The Asset Planning and Services Directorate is responsible for long term planning land, development of strategic asset plans, policies and processes within an asset planning framework and the management of the Department's land estate. The Directorate also provides services to schools on security and emergency management, environmental services, statistical and demographic planning services, and property management.

Visit education.wa.edu.au to find out more information about the Department of Education.

Key responsibilities

Specialist Services

- Manage asset planning and services contracts for public schools.
- Develop systems and processes for the effective monitoring of the performance of contractors, including conducting service delivery reviews and evaluations.
- Oversee the contract administration process, including contract payments and contract variations.
- Provide specialist advice to management, clients and service providers on contract development, including contract renewal and extension strategies.
- Take the lead in providing advice and support to school stakeholders in the identification and remedying of contract service issues.
- Plan for, design, implement and manage tender processes.
- Complete regular training and development of stakeholders within schools and service providers to ensure compliance with Government procurement requirements and departmental policy and protocols.
- Complete regular contract renewal reviews and implement plans to mitigate risks.
- Initiate and ensure the ongoing application of continuous quality improvement and research activities, including contract evaluation, reporting on performance indicators, school stakeholder feedback and other customer service outcomes.
- Contribute to the development and evaluation of policies and procedures to support the management of environmental service contracts.

Branch Support

- Coordinate and monitor activities to ensure a high quality customer service is provided to clients.
- Assist in ensuring compliance with the Branch and Division's policies, procedures and standards.
- Contribute to a work environment that is safe, fosters equity and diversity, enables the achievement of personal and EBS goals and facilitates accomplishment of designated roles and deliverables.
- Monitor and manage staff leave entitlements to ensure accrued leave is cleared within a reasonable timeframe and in accordance with relevant Industrial Instruments and Departmental policy.
- Manage staff performance in accordance with the Public Sector Performance Management Standard and Departmental policy.
- Participate in performance management activities to ensure development meet personal goals and business needs.
- Contribute to change management projects relevant to the Branch.

Customer and Stakeholder Support and Liaison

- Provide information and advice to senior management, including for the Director General and Minister, and prepare Ministerial and Departmental responses to enquiries from schools, members of Parliament and the public.
- Interact with the Department of Finance, State Supply Commission and Tender Review Boards to ensure an understanding of and compliance with legislation, policies, processes and procedures.
- Maintain a strong focus on customer service delivery and continuous improvement of services.
- Build alliances with customers, stakeholders, interest groups and across EBS to enable development, acceptability and achievement of designated outcomes and to promote service capabilities.
- Develop and maintain effective communication links and working relationships within the Division and across the Department to ensure access to diverse specialist knowledge.

- Represent the Branch, as required, on inter and intra agency committees and working parties.

Selection criteria

1. Demonstrated well developed understanding of and experience in Government procurement and contracting processes in the context of schools and the delivery of education.
2. Demonstrated practical skills and experience in developing and evaluating policies, procedures and contract management systems.
3. Demonstrated highly developed interpersonal and communication skills to undertake consultations, collaborations and negotiations and to build effective relationships with key internal and external stakeholders on tender and contract issues.
4. Demonstrated highly developed written communication skills, including experience in developing presentations and preparing reports, briefing papers and responses to Senior Executive and/or Ministerial/Parliamentary requests.
5. Demonstrated highly developed skills and experience in achieving outcomes and delivering quality services consistent with customer needs and defined quality expectations, including timeliness.
6. Demonstrated highly developed analytical and conceptual skills to provide innovative solutions to complex problems.

Eligibility and training requirements

Employees will be required to:

- consent to a Nationally Coordinated Criminal History Check and obtain a current Screening Clearance Number issued by the Department of Education's Screening Unit prior to commencement of employment
- complete the Department's induction program within 3 months of commencement
- complete any training specific to this role required by Departmental policy
- complete the Department's training in Accountable and Ethical Decision-Making within 6 months of appointment and every 3 years thereafter
- complete the Department's Aboriginal and Torres Strait Islander cultural awareness online course within 3 months of commencement.

Certification

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

ENDORSED

Date 23 April 2024
Reference D24/0282796