



# Job Description Form

## Contract Support Officer

### Position Details

**Position Number:** Generic

**Classification:** Level 4

**Award/Agreement:** Public Sector Award and Agreement

**Organisational Unit:** Housing Policy and Development / Housing Delivery and Asset Maintenance / Statewide Asset & Maintenance Services

**Location:** Perth Metropolitan Area

**Classification Date:** May 2016

**Effective Date:** February 2026

### Reporting Relationships

**This position reports to:**

Contract Administrator, Various, Level 6

**Positions under Direct Supervision:**

This position has no subordinates.

## **Role Statement**

Within Maintenance, the Contract Support Officer position provides support in the development and management of contracts along with all aspects of Maintenance Vendor Management. The position contributes to the development and production of procurement documents, contract plans, performance evaluation and other relevant reports, for the Maintenance Branch.

## Position Duties and Responsibilities

### 1. Contract Development

- 1.1 Assists in the development of medium and low risk contracts including preparation of contract documentation.
- 1.2 Provides support in the development and management of significant risk contracts.
- 1.3 Provides advice to clients, contractors and suppliers on routine contract management issues.

### 2. Contract Management

- 2.1 Manages low risk contracts.
- 2.2 Provides administrative support in the development, circulation and electronic record keeping of all contract management documents.
- 2.3 Provides contract research, analysis and reporting support as required by the Housing Maintenance Contract Performance branch.

### 3. Vendor Management

- 3.1 Creates and loads approved vendors and updates payment information. Ensures vendor insurances are up to date and all vendor information is current.
- 3.2 Provides support with reviewing performance data across all works and services to identify positive and negative trends and any data anomalies requiring further investigation.
- 3.3 Assists in the preparation of reports to assist with responses to Parliamentary, Ministerial or media enquiries.

### 4. Other

- 4.1 Applies and promotes the principles of equality, diversity, occupational health and safety in the workplace and behaves in accordance with relevant standards, values and policies.



## Corporate Responsibilities

1. Exhibits accountability, professional integrity and respect consistent with the Department's Values, the Code of Conduct, and the public sector Code of Ethics.
2. Actively participates in the Department's performance development process and pursues professional development opportunities.
3. Participates in emergency or critical event response management duties as required.
4. Undertakes other duties as required.

## Work Health and Safety Responsibilities

### **All Employees (and Volunteers / Trainees / Contractors)**

1. Take reasonable care for your own health, safety and wellbeing at work, and that of others who may be affected by your actions or omissions; and comply and cooperate with safety and health policies, procedures and applicable legislated requirements.

### **Supervisors (if applicable)**

2. In addition to the Employees WHS responsibility, ensure as far as practicable, the health, safety and wellbeing of staff under your supervision through the provision of a safe workplace in accordance with health and safety legislation.

## **Essential Work-Related Requirements (Selection Criteria)**

1. Experience or knowledge of contract development/management or relevant project management experience.
2. Proven communication and interpersonal skills including ability to build and maintain effective relationships with a range of people in various contexts.
3. Demonstrated research, conceptual, analytical and problem-solving skills with the ability to prepare administrative and technical documents.
4. Experience in an integrated computerised reporting environment.
5. Good organisational skills together with the ability to meet competing timeframes.

## **Desirable Work-Related Requirements (Selection Criteria)**

1. Experience with a computerised Work Order and/or Vendor Management System(s).
2. Knowledge of record keeping applications and regulations.

## **Essential Eligibility Requirements / Special Appointment Requirements**

1. Appointment is subject to a satisfactory Criminal Record Check conducted by the Department.
2. Possession of a current Western Australian 'C' or 'C-A' Class Driver's Licence or equivalent, and the ability to travel in response to organisational needs. This requirement continues for the duration of employment in this position and from time-to-time production of the licence may be required upon request by the Department.