



## Job Description Form

# Relationship and Contract Officer

### Position Details

**Position Number:** Generic (015660, 016109, 017190)  
**Classification:** Level 5  
**Award/Agreement:** Public Sector Award and Agreement  
**Organisational Unit:** Housing Policy and Development / Portfolio and Asset Services  
**Location:** Perth Metropolitan Area  
**Classification Date:**  
**Effective Date:** February 2026

### Reporting Relationships

**This position reports to:**

Senior Relationship and Contract Officer, Level 6

**Positions under Direct Supervision:**

This position has no subordinates..

## Role Statement

This position is responsible for managing the contractual relationships with the Directorate's Government and non-Government Property and Tenancy Service providers (often called Community Housing Organisations), ensuring funded services are managed in accordance with Departmental policy including value for money, working towards quality practice, achieving standards and continuous improvement.

Using advanced communication skills, the role builds and maintains effective stakeholder relationships with Government and not-for-profit Community Housing organisations to facilitate positive community outcomes.

## Position Duties and Responsibilities

### 1. Planning and Advice

- 1.1 Undertakes needs-based planning, development and support on contractual provisions and the funding of not-for-profit Community Housing organisations.
- 1.2 Develops and maintains collaborative relationships with a wide range of stakeholders, including Government and not-for-profit Community Housing organisations.
- 1.3 Contributes to the development, implementation and review of contract management standards, guidelines, policies and procedures.

### 2. Contract Management

- 2.1 Actively manages the relationship with the Department's funded not-for-profit Community Housing organisations.
- 2.2 Monitors and manages contracts and performance, compliance with the contractual terms, risks, governance, key performance indicators and financial management, with a focus on achieving outcomes and fostering continuous improvement.
- 2.3 Assesses and manages contract variations, extension options and contract closures.
- 2.4 Contributes to the active management of contract dispute resolution with contracted Government and not-for-profit Community Housing organisations

and achieves the resolution of disputes to enable the delivery of quality outcomes.

- 2.5 Contributes to the development of service specifications and contracts and grant agreements which align with the Department's priorities.
- 2.6 Assists with the development and undertakes implementation and ongoing management of mechanisms to ensure stakeholder relationships are appropriately governed.

### **3. Correspondence and Reporting**

- 3.1 Prepares ministerial correspondence, briefing notes and other reports, submissions as required.
- 3.2 Investigate and prepare a written responses to Ministerial, Director General and internal complaints, as required.

## 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. **Contract Management**

Demonstrated experience in Contract Management in a Government or not-for-profit Community Housing organisations work environment.

### 2. **Shapes and Manages Strategy**

Understands and communicates the reasons for decisions to others. Understands strategic objectives, trends and factors that may influence work plans and goals. Draws on information from a range of sources, uses judgement to analyse, works within agreed guidelines to make decisions, incorporates outcomes into work plans.

### 3. **Achieves Results**

Evaluates performance, identifies need for change and initiates change when required. Applies and develops capabilities to meet performance expectations, contributes own expertise to work unit. Demonstrates flexibility and copes with day-to-day changes in priorities. Focuses on quality, adheres to procedures and appropriate information management systems for currency and sees work to completion.

### 4. **Builds Productive Relationships**

Builds and maintains relationships with stakeholders, team members, other teams, colleagues and clients. Consults and shares information with team and seeks input from others, ensures others are kept informed. Recognises different views, explores contributions and encourages diverse views. Works with staff to identify development areas, encourages development activities, actively requests coaching from supervisor, identifies learning for self and shares this with others.

### 5. **Exemplifies Personal Integrity and Self-Awareness**

Adheres to the Code of Conduct and behaves in an honest, professional and ethical way. Listens when own ideas are challenged, takes responsibility for mistakes and learns from them. Takes responsibility for completion of work within time frames, takes initiative to progress work when required. Maintains a positive outlook and balanced working environment. Reflects on own behaviours and work style and understands the impact on others and on performance.

### 6. **Communicates and Influences Effectively**

Presents messages confidently and selects the appropriate medium for conveying information to the audience's level of knowledge, skill and experience. Listens to differing ideas to develop an understanding of the issues and presents persuasive alternative views and perspectives.

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

1. Appointment is subject to a satisfactory Criminal Record Check conducted by the Department.
2. The occupants of this position must have the ability to travel to and work in various Department offices in the Perth Metropolitan Area in response to organisational requirements.
3. Possession of a current Western Australian 'C' or 'C-A' Class Driver's Licence or equivalent, and the ability to drive and 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.