



Job Description Contract Management Officer Level 5

Position Number:	00035704	FTE:	1.0
Directorate:	Service Resource Management	Branch:	Training Resource Allocation
Location:	Osborne Park	Position Status:	Permanent
Agreement/Award:	Public Service Award 1992 Public Sector CSA Agreement 2024 or as replaced		

Reporting Relationships

Reports to:

Manager Private Training Markets (Contracts), Level 7

Other officers reporting to the above office:

Senior Contract Management Officer, Level 6 (x2)

Contract Management Officer, Level 5 (x2)

Funding and Payments Team Leader, Level 5

This Office – officers under direct responsibility:

No direct reports

Key Role Statement

The Contract Management Officer's key responsibility is the monitoring and management of a case load of contracted registered training providers (RTOs) to ensure their ongoing capacity to effectively and efficiently deliver training services in accordance with the requirements defined in the Service Agreement. The Contract Management Officer also contributes to and participates in the ongoing audit and compliance activities undertaken to monitor and measure RTOs' compliance against their contract with the Department.

Key Responsibilities

- Administers operational policies and procedures targeted at ensuring quality training provision from contracted RTOs.
 - Contributes to and reviews operational policies and procedures and the contractual and program frameworks to maximise training outcomes delivered by contracted RTOs.
 - Builds and maintains effective relationships with contracted RTOs including provision of support and education as required regarding program and contractual obligations.
 - Provides information and advice to support the operation of the Audit and Compliance team and participates in site and spot audits of contracted RTOs including the facilitation and management of post audit rectification strategies.
 - Regularly reviews contracted RTOs' performance and contributes to decisions regarding their continued placement on the preferred provider panel.
 - Participates and assists in the research, analysis and evaluation of issues associated with the procurement of training and provides advice and support to senior staff in the development of appropriate models and policy options.
-

Expected Leadership Behaviours

The role occupant is expected to consciously adopt the behaviours and mindsets aligned to the position's **Personal Leadership** context. The following outlines the key leadership behaviours in action pertinent to this position.

- **Lead collectively** - You proactively build strong working relationships with members of your team and use these relationships to achieve your objectives and deliverables to a high standard.
 - **Think through complexity** - You know where to find relevant information and use a common sense approach to research and analyse, and then make evidence based recommendations.
 - **Dynamically sense the environment** - You adapt your communications style and language depending on your target audience, negotiating confidently and respectfully.
 - **Build capability** - You provide technical and professional support to your peers, making time to mentor others in your team.
-

-
- **Lead adaptively** - You are continually learning and adjusting your approach to be effective in the changing work environment.

Selection Criteria

Essential

- Demonstrated experience in managing contract deliverables, deadlines and contract terms with an understanding of processes relating to the procurement of goods or services and ongoing contract administration and compliance.
- Well-developed interpersonal skills including an ability to liaise and negotiate effectively with internal and external stakeholders at all levels.
- Demonstrated organisational, research and analytical skills.
- Well-developed written skills, including the ability to prepare correspondence and/or reports on complex issues.

Desirable

- Knowledge of contemporary vocational education and training requirements.

Other Requirements

- May be required to work from any Department worksite.

Values

Our values reflect the way we go about our work with our partners, stakeholders and each other.

- We find solutions, deliver and do things well.
- We have integrity and courage.
- We respect, trust and care for each other.
- We know diversity makes us stronger.

CERTIFICATION

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

Branch Director:

Name: Sean Fitzpatrick

Position: Director Training Resource Allocation

Signature: 

Date: 20/1/26

Delegated Authority:

Name: Elaine Paterson

Position: Executive Director Service Resource Management

Signature: 

Date: 22/1/26

HR USE ONLY

Date Registered on Content Manager: 23.01.26

Content Manager Reference No: TWD / F 24 / 0001086 .