



Job Description Form

Our Purpose

To provide safe, customer-focused, integrated and efficient transport services.

Position Title

Contract Officer

Level

4

Position Number

33233, 33234, 33235, 33239,
33240, 33241, 33242, 33273,
33274, 33275, 33329, 33330,
33331, 36443 (Nominated)

Division/Directorate

Transperth System, Regional Town and School Bus
Services

Branch/Section

Schoolbuses

Effective Date

January 2026

Health Task Risk Assessment Category

4

Reporting relationships

Superordinate: Team Leader Contract Coordination, Level 5

Subordinates: No Direct Reports

Key role of this position

Manages a portfolio of contracts providing transport assistance through school bus networks across metropolitan, rural, regional and remote Western Australia for eligible/approved students. Coordinates contracts through the full life cycle including procuring, monitoring, varying and auditing to ensure compliance and efficiency. This requires active management of relationships with contractors and various stakeholders by providing support and guidance in matters related to service delivery.

The position also undertakes a coordination role in planning services and administering the Student Transport Assistance Policy through the provision of Transport Assistance and assists with compliance matters relating to student behaviours incident management and investigation.

Core duties and responsibilities

Contract Coordination

- Manages and coordinates an allocated portfolio of contracts operating under various contracting arrangements in metropolitan and rural WA through effective stakeholder communication.
- Undertakes contract administration and compliance including monitoring and varying services, conducting limited-service reviews and preparing business cases, contract assignments, incident reporting and investigation, and manages the process for replacement of contractor owned buses and associated equipment.
- Assists with procurement activities through participation on tender evaluation panels for new and replacement services, including identifying the need for new services and evaluating the ongoing need for existing services, and assisting in the evaluation of submissions.
- Maintains contract management databases, various schedules and spread sheets. Drafts deeds and other associated documentation using existing templates, as directed.

- Undertakes scheduled and ad hoc compliance auditing against contract obligations/standards, legislation and KPIs using established templates.
- Provides limited guidance and support to contractors in matters of safety and escalates issues for resolution.

Service Development and Planning

- Monitors and reviews the ongoing suitability of established bus routes to ensure they are operating efficiently and provide the service in accordance with the policies and guidelines.
- Consults and communicates with stakeholders to ensure new bus routes are operating within the policies framework.
- Assists with reviewing larger, existing or proposed networks to ensure efficient, viable, cost-effective services are provided.

Student Transport Assistance Policy

- Ensures the assessment process for Student Transport Assistance (STA) applications is managed within established timeframes and in-line with policies and guidelines.
- Interacts with a wide range of stakeholders with regard to the management of children with special needs, custodial matters and other sensitive issues, ensuring the safety and security of students is maintained. This includes assisting with reviews of medical condition assessments and formal Care Plans.
- Provides advice to stakeholders regarding the application of policies and assists in identifying possible transport solution options, including conflict resolution processes where expectations are not met.
- Receives and manages complaints made in relation to service provisions, including managing emotive behaviour, liaising with complainants and stakeholders and escalating unresolved complaints as required.

Student Behaviour Management

- Ensures the PTA's Student Behaviour Management Guidelines are complied with and provides advice, guidance and support to stakeholders in line with documented procedures and practices and in collaboration with contractors where appropriate.
- Assists in the management of significant student misconduct, including gathering and researching background information and participating in investigations under direction.
- Provides guidance in circumstances involving students with special needs with regard to modifications of the Behavioural Management Guidelines to meet the individual circumstances of the particular student, under direction.

Other

- Undertakes other duties as required.

SELECTION CRITERIA

1. Core Competencies

- Well-developed understanding of contract management principles demonstrated through practical experience or involvement in an operational environment.
- Knowledge and awareness of, or the ability to assimilate information relevant to, the application of behavioural management principles as they relate to children.
- Well-developed knowledge of investigation processes or the ability to compile the information required for investigations related to misconduct or misbehaviour, involving both adults and/or children.

2. Communication and Interpersonal

- Well-developed communication and interpersonal skills, including the ability to relate to people from a wide and varied range of backgrounds, both internal and external to the organisation.
- Well-developed negotiation and conflict resolution skills with an ability to influence and convey ideas and concepts to individuals or groups.

3. Conceptual, Analytical and Problem Solving

- Well-developed conceptual, research and analytical skills including the ability to prepare, interpret, analyse and communicate information.
- Demonstrated ability to develop practical and innovative solutions to problems.
- Ability to understand and interpret legislation and other legal documentation.
- Ability to conceptualise geographical data for the purpose of route planning.

4. Organisation

- Demonstrated ability to prioritise tasks and organise workload to meet targets and deliverables.
- Ability to process customer applications within allocated timeframes applying relevant policies and guidelines in a high-volume environment.
- Ability to work collaboratively as part of a team, or independently with minimal supervision.

5 Special Requirements

- Satisfactory completion of required medical examinations to verify physical fitness to perform the duties of the position.
- Provision of a current National Police Clearance certificate dated 3 months or less from the date of application for the position.
- Possession of a current Western Australian 'C' or 'C – A' Class driver's license or equivalent. This requirement continues for the duration of employment in this position and from time-to-time production of the license on request by the PTA may be required.
- This position requires occupants to travel in the country and involves overnight stays.

Note – Incumbents are required to undertake frequent extended travel to rural, regional and remote areas of the state. The travel is undertaken to ensure consultation with contractors and stakeholders is maintained. It is also necessary for the purpose of auditing, area and service reviews and management of incidents.

Certification

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

Managing Director / Executive Director / General Manager

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Signature

.....
Date

Employee

I have read and accept the responsibilities of the Job Description Form.

The position's duties are to be performed in accordance with the PTA's Code of Conduct and the PTA's Values.

.....
Signature

.....
Date

