



JOB DESCRIPTION FORM

SECTION 1 – OFFICE IDENTIFICATION

EFFECTIVE DATE OF DOCUMENT: 10/05/2019

ORGANISATION: Department of the Premier and Cabinet
DIVISION: Infrastructure and Major Projects
BRANCH: Office of Digital Government
SECTION: GovNext-ICT Service Broker

CLASSIFICATION: Level 8	POSITION NUMBER: DPC18048
TITLE: Manager GovNext Contract Management	
AGREEMENT/AWARD: Public Service and Government Officers General Agreement	
LOCATION: West Perth	

SECTION 2 – REPORTING RELATIONSHIPS

<p>Director GovNext Service Broker</p> <p>Class 2</p>

Other offices reporting to this office	
Title	Level
Director x3	Level 8
Cloud Business Consultant	Level 8
GSB Engagement Lead	Level 7
GovNext ICT Solutions Architect	Level 7
Principal Project & Analysis Officer	Level 7
Senior Procurement Manager	Level 7
Senior Contract Administrator	Level 5
Project Support Officer	Level 4
Executive Assistant	Level 3

<p>Manager GovNext Contract Management</p> <p>Level 8</p>

Officers under direct responsibility	
Title	Level
Principal Project Officer	Level 7

SECTION 3 – KEY RESPONSIBILITIES

This role is responsible for contract managing ICT infrastructure service delivery, pricing and innovation by GovNext Contractors within the terms of the GovNext-ICT government's umbrella agreements.

SECTION 4 – STATEMENT OF DUTIES

Summary of Duties

Details

Contract Management

- Develops a contract management framework to address transition management, performance monitoring and by helping to ensure that both parties fulfil their commercial and contractual commitments, ultimately to enhance contract outcomes.
- Oversees and maintains the schedule of commitments by GovNext-ICT Contractors and service providers as indicated in the GovNext-ICT contracts.
- Recommends contract changes or amendments as indicated by changes to technology and business benefit, performance against contract, potential benefits to the state, or external benchmark information.
- Documents and negotiates any changes to contracts.
- Receives, reviews and monitors contract performance from GovNext-ICT contractors and reports monthly to the Director, GSB, or as necessary against contract fulfilment.
- Monitors Contractor insurance, liability and service level performance in keeping with contract value and compliance
- Resolves or escalates disputes or issues arising with Contractor service delivery or contract performance.

Service Management

- Receives, reviews and monitors GovNext-ICT service delivery performance and consumption and recommends any adjustments to services or service parameters by contractors as required to meet the objectives of GovNext ICT and/ or external benchmarks.
- Reviews GovNext-ICT Contractor service delivery performance and service orders to validate the effectiveness of GovNext-ICT Service Catalogue and service offerings by GovNext-ICT Contractors.
- Works with contractors and specialists across the GSB to enable an optimal supply of competitive, GovNext-ICT services for agencies.
- Assists GovNext-ICT contractors in addressing agency adoption of GovNext-ICT services..
- Assists Contractors to deal and avoid contract dispute and/or invoicing shocks arising with GovNext-ICT service consumption by agencies.
- Manages escalated service delivery issues with a focus on realising agency business goals and sustain vendor/agency relationships.
- Monitors and executes service and contract resolution actions where required, including provisioning and exercising contract Step-in rights where necessary and authorised by the Director, GSB. Monitors and reviews forecasts for GovNext-ICT service consumption and provision by Contractors.

Relationship Management

- Maintains regular, productive communications with contractors to manage GovNext-ICT contractor expectations of service delivery in the context of the contract.
- Facilitates the relationship between strategic vendors.
- Develops and maintains a culture of service delivery and partnership between GovNext-ICT Contractors, GSB and agencies.
- Manages escalated service delivery issues with a focus on agency business needs and vendor/agency relationships.
- Manages and maintains inter-vendor relationships.

Innovation and Development

- Facilitates value enhancement opportunities, service innovations with enhanced speed to market, adaptability and flexibility of ICT services by Contractors for supply and benefit to agencies.
- Analyses agency consumption and ICT-service parameters to identify opportunities for contract and service improvements.
- Liaises with agencies and vendors to test the feasibility of contract modifications.
- Maintains contemporary knowledge of ICT to recommend product delivery improvements that may affect contracts.

Internal Engagement

- Works collaboratively across the GSB and DGov to ensure effective information sharing so that the Office presents a unified front to the sector.
- Manages, leads and develops the vendor management team, building internal capability to support sector requirements.
- Keeps management informed of any vendor/ contract issues or relevant agency service delivery concerns.

SECTION 5 – SELECTION CRITERIA

Essential

1. Substantial experience in commercial contract management and performance management
2. Substantial experience and knowledge in the contract management of a complex information technology and telecommunications services for a large corporate or government organisation.
3. Well-developed conceptual and analytical skills, to understand commercial imperatives and develop innovations that work for both vendors and agencies.
4. Experience with complex procurement and/ or contract management to manage accountability of contracted service delivery and innovation in a dynamic, whole-of-government environment.
5. Oral, written and interpersonal skills, to liaise, influence, and manage conflict between internal and external clients and stakeholders.
6. Experience managing and developing a highly motivated and technically capable team.
7. Demonstrated commitment to public sector customer service, professionalism and probity.

Desirable

- A relevant tertiary qualification in Information Management or Information Technology, or significant experience in a senior ICT management role, is desirable.
- Membership of relevant professional associations or institutes will be well regarded.

SECTION 6 - CERTIFICATION

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

BRANCH/DIVISION HEAD

DIRECTOR GENERAL

SIGNATURE: _____

SIGNATURE: _____

DATE: _____

DATE: _____

As Manager I have reviewed the statement of duties and agree this is a current and relevant document.

NAME	SIGNATURE	DATE	INITIALLED BY HRSB

As the Employee I have reviewed the statement of duties.

NAME	SIGNATURE	DATE	INITIALLED BY HRSB