



Job Description Form

013598 Contract Support Officer

Private Prison Contact Management

Position details

Classification Level:	3
Award/Agreement:	<i>Public Service Award 1992 / Public Service and Government Officers CSA General Agreement 2017</i>
Position Status:	Permanent
Organisation Unit:	Corrective Services Division, Regulation and Operational Standards Directorate
Physical Location:	Perth CBD

Reporting relationships

Responsible to:	013065 Assistant Director Private Prison Contract Management - Level 8
This position:	013598 Contract Support Officer – Level 3
Direct reports	Nil

Overview of the position

The Private Prison Contract Management Branch is accountable for the contract management of the Department's privately operated prisons including contract administration, monitoring performance, relationship management, risk management, governance and record keeping.

The Contract Support Officer contributes to the achievement of the Branch's outcomes ensuring the Department receives high quality services and value for money from its contracts. The role provides contract management assistance to ensure the contract is delivered in accordance with legislative and agreed contract requirements.

Job description

As part of the Private Prison Contract Management team, the successful applicant will be expected to:

- Maintain focus on the Department's goals concerning safety, security and rehabilitation;
- Work to improve communication and model integrity and respect in all interactions;
- Operate within the Department's Corporate Governance Framework, policies and procedures and ensure effective transparency and accountability of all Department activity;
- Operate within chain of command facilities to coordinate activities required to meet the Department's strategic objectives; and
- Work collaboratively to achieve common goals and best practice and facilitate business improvements as appropriate.

Role specific responsibilities

- Works collaboratively within a team environment and undertakes specific contractual activities that relate to private prison services.
- Complies with and refers to relevant Acts and Regulations whilst providing interpretation on contractual and service delivery issues.
- Undertakes research and analysis on a range of identified issues as they relate to contract management. This may include, but is not limited to, the preparation of reports and correspondence, and undertaking statistical analysis.
- Implements and ensures compliance with organisational procedures.
- Develops relationships with external customers and acts to ensure their needs are met.
- Assists in the compilation of draft budgets and submissions from contractors.
- Undertakes various statutory requirements and security checks.
- Maintains records of authorised personnel and ensures all legislative requirements and procedures are complied with, including the contractor's compliance with insurance and other specified criteria.
- Undertakes relevant investigation on contract matters and reports as requested.
- Other duties as required in accordance with strategic objectives, business plans, local workload priorities and performance management plans.

Job related requirements

In the context of the roles specific responsibilities, the ability to demonstrate the following skills, knowledge and experience.

Shapes and Manages Strategy

The ability to: understand the reasons for decisions made and be able to explain how they are related to their work; identify issues that may impact on the achievement of goals and inform supervisor; utilise knowledge of the work environment to contribute to planning activities; and draw information from a variety of sources and apply common sense to analyse what information is important/relevant..

Achieve Results

The ability to: reschedule and reorganise work to reflect changes in priorities; demonstrate knowledge of new programs, plans or services relevant to the position; maintain accurate records and files; and ensure tasks are completed within allocated timeframes.

Builds Productive Relationships

The capacity to; build and maintain relationships with senior management, colleagues and clients; share information with stakeholders and seek input from others to inform team discussions; ensure relevant/important information is shared where required; treat people with respect and courtesy; and to act on constructive feedback.

Exemplifies Personal Integrity and Self-Awareness

A commitment to: adhere to the Code of Conduct in all interactions; behave in a honest professional and ethical way; check and confirm the accuracy of all information prior to release; take responsibility for the completion of work and seek guidance where necessary; stay calm under pressure and not react personally to criticism; acknowledge mistakes and learn from them; meet agreed performance levels and seek; accept supervisor feedback and guidance; engage with risk by providing accurate information; and report potential risk issues to supervisor.

Communicates and Influences Effectively

An ability to: structure messages clearly and succinctly, orally and in writing; gain a clear understanding of the comments of others by actively listening and asking questions to ensure understanding; check that own views have been understood; and discuss issues thoughtfully.

Special requirements/equipment

Nil

Certification

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

Signature: _____ Date: _____

HR certification date: _____