

Manager, Community Services Contracting

Commercial Services

Position number	00040061
Agreement	Public Sector CSA General Agreement 2019 (or as replaced)
Classification	Level 8.
Reports to	Specialist Advisor – Commercial (Specified Calling Level 5)
Direct reports	Various

Context

The Commercial Services Directorate is part of the Finance and Commercial Services Division and is responsible for providing procurement and commercial legal support to the Department of Education for contract planning and management, insurance and fleet management.

Visit education.wa.edu.au for more information about the Department of Education.

Key responsibilities

Specialist Services

- Undertake research and report on community services contract planning and management issues and on latest developments in community services contract management frameworks, policies, standards and compliance to ensure the on-going development of policy initiatives.
- Provide community services contract planning and management training as required.
- Investigate and provide recommendations on complex issues related to community services contract planning management and legislation to ensure informed decisions are made to optimise resource allocations.

Leadership and Management

- Manage the provision of high quality strategic community services contract management and risk management services to officers of the Department.
- Provide strategic management and leadership of the Branch.
- Administer and manage key strategic community services contracts.
- Lead and manage major projects to achieve Departmental and Government outcomes for procurement in schools and non-schools.

- Establish, manage and monitor community services contract arrangements with external providers to meet specified contractual education outcomes.
- Influence Finance and Commercial Services' strategic directions and business plans through maintenance of an awareness of best practice, trends and issues concerning the core functions of the Branch.
- Develop plans and systems to support/enable/monitor achievement of the Branch's vision and imperatives in alignment with Divisional objectives.
- Deploy Branch resources, including people, financial, physical and information to ensure they are available to address the Division's strategic plans, contractual obligations and other organisational priorities.
- Provide leadership, supervision and performance management of staff and encourage and assist with the development and implementation of frameworks and strategies to ensure effective contract planning and management services.
- Create a work environment that is safe, fosters equity and diversity, enables the achievement of personal and Education Business Services (EBS) goals and facilitates accomplishment of designated roles and deliverables.
- Monitor and manage staff leave entitlements to ensure accrued leave is cleared within a reasonable timeframe and in accordance with relevant awards, agreements and Department policy.
- Maintain a strong focus on customer service delivery and continuous improvement of services.
- Lead and oversee change management projects relevant to the Branch.

Client and Stakeholder Management

- Provide high-level contract planning and management advice and leadership to Deputy Director General, Corporate Executive, senior managers and schools, principally in relation to community services contracting.
- Support the Executive Director with the provision of accurate and timely briefings and the preparation of parliamentary and ministerial responses.
- Develop and manage an advisory service on contract planning, management and governance issues, principally in relation to community services contracting.
- Provide guidance and direction to a broad range of school and non-school clients related to community services contract planning and management.
- Build strategic alliances with customers, stakeholders, interest groups and across EBS to enable development, acceptability and achievement of designated community services contract outcomes and to promote service capabilities.
- Foster links with Department of Finance, Government Procurement, consultant organisations and professional bodies in relation to community services contract planning and management matters.
- Represent EBS, as required, on Departmental and across Government committees and working parties.

Selection Criteria

1. Demonstrated high-level knowledge of Government procurement policies, issues and strategic directions, principally in relation to community services contracting.
2. Demonstrated high-level skills and experience in complex, high-risk contract development and/or contract management, principally in relation to community services contracting.
3. Demonstrated strategic leadership skills in managing human, physical, financial, technological and information resources and in coordinating and delivering effective strategic outcomes.

4. Demonstrated high-level verbal and written communication and interpersonal skills with the ability to effectively liaise with key internal and external stakeholders at a senior level and to build strong relationships.
5. Demonstrated high-level skills and experience in achieving outcomes and delivering quality products and services consistent with customer needs and defined quality expectations, including timeliness.
6. Demonstrated high-level analytical and conceptual skills to provide innovative solutions to complex problems.

Eligibility and training requirements

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment
- complete the Department's induction program within three months of commencement
- complete any training specific to this role required by Departmental policy
- complete the Department's training in Accountable and Ethical Decision-Making within six months of appointment.

Certification

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

ENDORSED

Date 19 November 2019
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