



# JOB DESCRIPTION FORM

<b>Public Sector Management Act 1994</b>	<b>Salaries/Agreement/Award</b> Public Service Award 1992 Public Service and Government Officers General Agreement 2014 or as replaced
<b>Group:</b> Education and Business Services	<b>Effective Date of Document</b> 29 November 2017
<b>Division:</b> Infrastructure	
<b>Directorate:</b> Asset Planning and Services	
<b>Branch:</b> Environmental Services	

## THIS POSITION

**Title:** Contracts Support Officer – Grounds  
**Classification:** Level 4  
**Position No:** 00038335  
**Positions under direct responsibility:** Nil

## REPORTING RELATIONSHIPS

**TITLE** Manager Environmental Services  
**LEVEL** 7  
**POSITION NUMBER** 00019618

**TITLE** Senior Contracts Coordinator  
**LEVEL** 6  
**POSITION NUMBER** 00038243

### This position and the positions of:

<b>Title</b>	<b>Classification</b>	<b>Position Number</b>
Contracts Support Officer – Hygiene	Level 4	00038334

TITLE	CLASSIFICATION	POSITION NO.	EFFECTIVE DATE
Contracts Support Officer - Grounds	Level 4	00038335	29 November 2017

## CONTEXT

For information with respect to the Department go to: <https://www.education.wa.edu.au/web/our-organisation/home>.

Education Business Services (EBS) is the key provider of professional business services and support for Western Australian public schools, statutory boards and divisions of the Department. These highly valued services are delivered through the areas of finance, information communication and technologies (ICT), and infrastructure. We continually strive to enhance the capability and responsiveness of our staff, systems and processes across the organisation to deliver high quality education.

We are committed to contemporary work practices and adhere to the following service delivery principles:

**Responsive:** We respond to and reflect the needs of our customers.

**Flexible:** We are flexible and understand that our customers are not all the same.

**Transparent:** We are clear and open about our services, processes and decision making.

**Accountable:** We hold ourselves to high standards and deliver on our commitments.

**Collaborative:** We work in partnership with our customers.

The Infrastructure Division has responsibility for the planning and provision of facilities (land, buildings and equipment), which includes land planning, student enrolment forecasting and facilities planning, strategic asset management, capital works programs, maintenance and minor works programs and provision of facilities related services.

The Asset Planning and Services Directorate is responsible for the development of strategic asset plans, policies and processes within an asset planning framework, long term land planning for schools and the management of the Department's land estate. The Directorate also provides services to schools on security and emergency management, environmental services, statistical and demographic planning services and property management.

## ROLE

The Contracts Support Officer – Grounds:

### Specialist Services

- assists with the management of turf mowing services contracts, including conducting compliance checks against contract specifications and service delivery outcomes
- undertakes contract administration and maintains contract management databases, various schedules and spreadsheets
- reviews contract payments for approval by the Senior Contracts Coordinator
- prepares and develops tender documents
- supports school stakeholders in completing reviews of services provided by contractors
- provides advice, guidance, information and training to schools using contracted turf mowing services ensuring that issues are identified and addressed in line with legislative requirements and Departmental policy and protocols
- researches and updates information on best practices and provides advice and support to the stakeholders within the Environmental Services Branch and the Department
- contributes to the development of policies, guidelines and other tools for the sound management of lawn mowing and other turf related services
- works in a team environment to ensure that grounds issues are identified and assessed according to Departmental policy, criteria and protocols
- undertakes research that contributes to the development of Parliamentary, Ministerial and Departmental responses.

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### Branch Support

- contributes to the Directorate achieving its goals and outputs
- participates in performance management activities to ensure development meets personal goals and business needs
- contributes to a work environment that is safe, fosters equity and diversity, enables the achievement of personal and EBS goals and facilitates accomplishment of designated roles and deliverables
- contributes to change management projects relevant to the Branch.

### Customer and Stakeholder Support and Liaison

- contributes to the development and maintenance of a strong working relationship with principals and managers across the Department
- maintains a focus on customer service delivery and continuous improvement of services
- establishes and maintains collaborative working relationships and effective communication networks with internal and external stakeholders
- represents the Branch, as required, on intra and inter agency committees and working parties.

### OUTCOMES

The Contracts Support Officer - Grounds is required to demonstrate achievement in relation to the following outcomes:

1. Advice, support, information, suggestions and decisions provided to customers and stakeholders are relevant, timely and compliant.
2. Contract administrative tasks meet the Department's requirements and documentation is maintained to the appropriate standard.
3. Contract databases that capture and record information are relevant, up to date and maintained.
4. Knowledge of legislation, changes, trends, benchmarked practices and challenges faced by schools and service providers is maintained to contribute to continual improvement of services.
5. Timely and accurate research is provided to the development of reports, correspondence and Ministerial and Parliamentary responses.
6. Customers and other stakeholders are satisfied with services and support provided by the Branch.
7. Departmental and EBS change initiatives are supported and understood.
8. Communication with staff at all levels across EBS and the Department is effective, clear and concise.

### SELECTION CRITERIA

The following selection criteria are to be read in conjunction with the overall context and requirements of this position.

1. Demonstrated sound practical experience and understanding of horticultural practices, procedures and grounds management systems.
2. Demonstrated practical experience in the procurement and management of contracts in an operational environment.
3. Demonstrated practical experience providing technical advice on mowing and related turf services.

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4. Demonstrated sound ability to achieve outcomes and deliver quality products and services consistent with EBS, Department and school needs and defined quality expectations, including timeliness.
5. Demonstrated sound interpersonal and verbal communication skills to undertake consultation, collaboration, negotiation and build effective relationships with key internal and external stakeholders on commercial contracting issues.
6. Demonstrated sound written communication skills, including experience in contributing to reports, briefing papers and responses to Senior Executive and/or Ministerial/Parliamentary requests.
7. Demonstrated sound analytical and conceptual skills to provide innovative solutions to complex problems.

## **ELIGIBILITY**

Employees will be required to:

- hold a relevant tertiary qualification or equivalent practical experience in horticultural practices, procedures and grounds management systems;
- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment; and
- hold a current Western Australian 'C' Class drivers licence and be prepared to travel to regional areas when requested to deliver training or undertake peripheral duties.

## **TRAINING**

Employees will be required to:

- complete the Department's induction program within three months of commencement;
- complete any training specific to this role required by Departmental policy; and
- 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 duties, responsibilities and other requirements of the position.

## **ENDORSED**

**DATE 29 November 2017**

**TRIM REF # D17/0509324**