



Contract Manager, ICT Services

ICT Governance and Planning

Position number	00040981
Agreement	Public Sector CSA General Agreement 2019 (or as replaced)
Classification	Level 7
Reports to	Manager, ICT Risk and Resource Planning (Level 8)
Direct reports	Project Administration Officer, Level 3 Project Support Officer, Level 4 (multiple) Technical Business Analyst, Level 6 (multiple)

Context

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 and communication 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.

Delivery of ICT services provides support for the Department's educational outcomes by developing initiatives and technical support strategies to ensure all 800 Western Australian public schools can be individual, distinctive and responsive to their local communities while still benefiting from being part of a system.

ICT Governance and Planning is the primary entry point to ICT for any new significant effort, project and planning or major change initiative.

For information about the Department go to: <https://www.education.wa.edu.au/>.

Key responsibilities

- Manage and maintain contracts with private sector service providers, including staff onboarding, exiting of existing contract arrangements, termination notices, and contract payment tracking.
- Establish and maintain contract management procedures, which ensure the accountability and integrity of the contract management process. This includes contract reviews, service scope tracking, and management and escalation of risks.
- Provide advice on the resolution of complex contractual and service delivery issues and disputes.
- Monitor, evaluate and report on the performance of service providers in meeting specified contractual outcomes. This includes research into Department satisfaction, as well as processing audit documentation.
- Identify opportunities to improve the provision of education services and the management of contracts with service providers.
- Monitor the compliance of contract management processes with contractual requirements, all applicable Acts, Regulations and standards; including reporting on the performance of the process. This includes an annual update of contract management plans and processes.
- Provide governance over Contract Management Systems and data management within TRIM.
- Manage compliance and liaise with auditors, stakeholders and advisory consultants.

Branch Support

- Manage and lead staff members in the development and achievement of Division business goals.
- Monitor and manage staff leave entitlements to ensure accrued leave is cleared within a reasonable timeframe and in accordance with relevant awards, agreements and Departmental policy.
- Manage staff performance in accordance with the Public Sector Performance Management Standard and Departmental policy.
- Contribute 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.
- Contribute to change management projects relevant to the Branch.
- Liaise with other parties, including the Department of Finance, on matters pertaining to procurement and contracts.
- Review invoices and/or requisitions to ensure they are valid and reflect contract agreements.
- Review reports on licence management and maintenance agreements.
- Carry out sample audits of service performance to verify the service provider's self-assessment.

Customer and Stakeholder Support and Liaison

- Provide advice to stakeholders on contracting matters, relating to Project Benang procedures and practices.
- Promote good contract management practices, including contract administration and fostering positive relationships between contractors and stakeholders.
- Maintain a focus on customer-service delivery and continuous improvement of services.
- Develop and maintain effective communication links and working relationships to ensure access to diverse specialist knowledge.

Selection criteria

1. Demonstrated practical knowledge of and experience in the development of contract documentation, tender analysis and contract administration in the context of the public sector contracting framework.
2. Demonstrated extensive knowledge and experience in the management of performance-based contracts within a large organisation.
3. Demonstrated extensive knowledge and experience in analysing and reviewing contract performance in accordance with contractual obligations
4. Demonstrated highly developed communication and interpersonal skills, including the ability to communicate effectively and professionally with internal and external stakeholders and build effective relationships and networks.
5. Demonstrated extensive written and verbal communication skills with the ability to prepare and present complex and technical documents
6. Demonstrated highly developed organisational, evaluation, analytical and conceptual skills.

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 January 2021
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