

Contract Administration Officer

ICT Governance and Planning

Position number	00037274
Agreement	Public Sector CSA Agreement 2019 (or as replaced)
Classification	Level 3
Reports to	Coordinator, ICT Risk and Statutory Reporting (Level 5)
Direct reports	Nil

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, planning or major change initiative.

Resource Planning is undertaken to ensure that ICT resource (including staff and equipment) contributions to projects and work are understood and reported on a regular basis. This fosters improved project delivery through optimum use of resources as well as enabling decisions concerning changes to work and other priorities to be properly resourced and the implications to be understood and managed.

Key responsibilities

Specialist Services

- Administer and maintain contract processes and associated record keeping, including confidential information.
- Research, prepare, coordinate and record contract management documentation and assist Contract Managers in the preparation of business cases and other documents as required.
- Ensure compliance with Government policies, procedures, guidelines and legislation in contract administration and contract procurement activities.
- Produce reports in relation to ICT contracts and monitor and maintain the contract management system.
- Arrange and prepare documentation for contract management meetings.
- Review contract and contractor invoices and investigate and resolve any associated issues as required.

Branch Support

- Monitor and manage contract deadlines and milestones for the ICT Division.
- Assist the Contract Manager to provide an efficient and effective contract administration service to internal clients, including undertaking research.
- Assist in developing and documenting contract administration procedures and contract management guidelines.
- Participate in the tender process, including assisting Tender Evaluation Panels as required.
- Provide support to the Contract Manager with projects and tasks, as required.
- Prepare, coordinate and record purchase order documentation.
- Contribute to a work environment that is safe, fosters equity and diversity, enable the achievement of personal and EBS goals and facilitate accomplishment of designated roles and deliverables.
- Contribute to change management projects relevant to the Branch.
- Represent the Branch, as required, on Directorate committees and working parties.

Customer and Stakeholder Liaison

- Liaise with internal and external stakeholders to ensure contract administration requirements are fulfilled, including monitoring Criminal Screening Clearance for contracted staff.
- Monitor and reconcile expenditure for contracts and provide timely and accurate information to Contract Managers.
- 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 sound contract management and/or procurement administration experience within a complex environment.
2. Demonstrated sound written, verbal and interpersonal communication skills with the ability to liaise with individuals at all levels.
3. Demonstrated initiative and sound organisational skills with the ability to prioritise tasks and work independently or as part of a team.
4. Demonstrated sound research, conceptual, analytical and problem solving skills.
5. Demonstrated sound skills and experience in a variety of information management systems and computer applications, including word processing and spreadsheets.

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 16 August 2021
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