Job Description

Position details:

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| Title: | Contract Support Officer | **Position Number:** | 03210 |
| Classification: | Level 3 | | |
| Branch: | Contracts and Procurement | | |
| Directorate: | Strategy and Partnerships | | |
| Award/Agreement: | Public Sector CSA Agreement and GOSAC Award 1989 | | |
| Reports to: | General Manager Contracts and Procurement | | |
| Direct Reports: | Nil | | |
| Special Conditions: | Nil | | |

About the Organisation

Our Vision is to deliver world class sport and entertainment experiences through the effective management of our venues.

We directly support high performance sport by providing training and competition facilities, direct subsidies to sport on venue and events costs, and through the provision of high performance sport experiences for the community.

We focus on attracting world class sport and entertainment events, providing all Western Australians with the opportunity to be inspired.

About the VenuesWest Way

**The VenuesWest Way guides the way we work and the way we model our behaviour.**

It is our system of defining and measuring our culture and sets the expectations on how we engage, improve, support and challenge one another to be the safest and best we can be – as individuals and as a collective.

Our signature behaviours:



About the Directorate

The Strategy and Partnerships Directorate is responsible for the development and management of contracts and procurements across the VenuesWest business, building relationships with our key partners, provision of long term planning, reforming major business processes, communications and marketing, promotion of commercial activities and positioning VenuesWest for the future.

About the Role

The Contract Support Officer provides high level administrative support services to ensure effective management of key contracts and to maximise efficiencies in procedures and processes, office coordination and records management.

About the Responsibilities

*VenuesWest is committed to the principles of Equal Employment Opportunity (EEO) and diversity in the workplace and the provision of a safe environment for our employees, customers, trainees, students and volunteers. We will perform all duties and responsibilities in a manner and behaviour consistent with EEO legislation, Occupational Safety & Health legislation, VenuesWest’s Code of Conduct, the VenuesWest Way and other relevant Policies/Procedures and legislation.*

Office Coordination and Branch Administration

* Provides confidential executive support to the General Manager – Contracts & Procurement including but not limited to diary management, attending to phone calls and enquiries, assisting with scheduling conflicts and drafting of internal and external correspondence.
* Coordinates office management activities and provides administrative support to the Branch, including but not limited to:
  + processing accounts payable and credit card acquittals;
  + managing incoming and outgoing correspondence;
  + preparing reports and correspondence and assisting with the compilation of submissions i.e. monthly Board papers, ministerial and parliamentary questions;
  + organising office functions and events; and
  + organising travel arrangements.
* Implements and ensures compliance with organisational policies and procedures and undertakes reviews of business process to ensure best practice.
* Coordinates and administers contract management, committee and project working group meetings including but not limited to preparation of agendas, compilation and distribution of papers and reports and follow up of action items, minute taking, resource bookings, notifications and attendance.
* Ensures appropriate records management processes are in place and monitored for accurate and efficient recordkeeping of hard and soft copy files and correspondence.
* Develops, enhances and maintains good working relationships with all relevant stakeholders including but not limited to Senior Executives within the Sector, project employees and contractors.

Contract and Project Management Support

* Undertakes projects, individually and as part of the team, to support project and contract management outcomes.
* Contributes to the development, administration and analysis of contract management plans, records and critical dates.
* Assists with data management of contract information including but not limited to compliance with insurance and other specified criteria.
* Assists with the analysis of project timelines including but not limited to evaluation and reporting on performance.
* Undertakes research and analysis of identified issues relating to contract management, compiles results and presents findings and/or options for resolution for decision to the General Manager.
* Prepares correspondence, reports, spreadsheets and statistical information as required.

Occupational Safety and Health

* Reads and understands all emergency plans and safety and health procedures, follows safe work instructions, undertakes emergency management and safety related training and assumes responsibilities as required or directed.

Other

* Undertakes other relevant duties as required, including but not limited to providing ad hoc support to the Director Strategy and Partnerships.

About the Person

The following *essential* capabilities are to be addressed in the context of the responsibilities of the position:

1. Demonstrated experience in the provision of administrative support to senior management and/or teams.
2. Supports shared purpose by understanding reasons for decisions and how they link to work; Identifies potential issues; Researches, analyses and makes evidence-based recommendations for improvements.
3. Organises and reschedules work to reflect changes in priority; Maintains accurate records and files; Sees tasks through to successful completion.
4. Builds and maintains relationships by keeping clients informed, responding to changes in client’s needs, acting on constructive feedback; Responds to diverse experiences seeking input from others and supports a culture of quality customer service.
5. Exemplifies personal integrity and self-awareness by adhering to the VenuesWest Way and Code of Conduct; Provides accurate information; Stays calm under pressure and ensures work is finalised.
6. Communicates clearly both orally and in writing; Listens to, understands and adapts communication styles to the audience.

The following *desirable* capabilities are to be addressed in the context of the responsibilities of the position:

1. Experience in administration and monitoring performance of contracts and projects.
2. Understanding of public sector policies and processes.
3. Understanding of, and or experience in contract and project management requirements.

Qualifications / Certifications

Desirable:

* Tertiary qualification in business administration, contract management or another relevant discipline.

Employment Conditions and Eligibility

Appointment to this position is conditional upon:

* providing appropriate evidence of the ‘Right to Work’ in Australia
* providing a National Police Clearance Certificate (dated within 3 months from the date of application for the position) from a recognised service provider as determined by VenuesWest

**Important note:** The key requirements and attributes detailed above are based on the following core capabilities prescribed in the VenuesWest Job Capability Framework:

* Shapes and manages strategy
* Achieves results
* Builds productive relationships
* Exemplifies personal integrity and self-awareness
* Communicates and influences effectively
* Manages people

Additional information can be obtained by contacting People and Culture on (08) 9441 8362.

Certification:

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| The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position. | | |
| Michael Paarup  General Manager Contracts and Procurement |  | Date Approved:  ……../……../…….. |
| As occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document. | | |
| Employee Name: |  | Date Appointed:  ……../……../…….. |
| Signature: |  | Date Signed:  ……../……../…….. |