



## Contracts Support Officer

### Asset Planning and Services

<b>Position number</b>	00043142
<b>Agreement</b>	Public Sector CSA Agreement 2021 or as replaced
<b>Classification</b>	Level 4
<b>Reports to</b>	Senior Contracts Coordinator (Level 6)
<b>Direct reports</b>	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 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 provision of facilities (land, buildings and equipment,) which include demographic forecasting and facilities planning, strategic asset management, capital works programs and the maintenance and minor works programs.

The Asset Planning and Services Directorate is responsible for long term planning land, development of strategic asset plans, policies and processes within an asset planning framework 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.

Visit [education.wa.edu.au](http://education.wa.edu.au) to find out more information about the Department of Education.

## Key responsibilities

### Specialist Services

- Assist with the management of asset planning and services contracts, including conducting compliance checks against contract specifications and service delivery outcomes.
- Undertake contract administration and maintain contract management databases, schedules and spreadsheets.
- Review contract payments for approval by the Senior Contracts Coordinator.
- Prepare and develop tender documents.
- Support school stakeholders in completing reviews of services provided by contractors.
- Provide advice, guidance, information and training to schools using contracted services, ensuring that issues are identified and addressed in line with legislative requirements and Departmental policy and protocols.
- Research and update information on best practices and provide advice and support to stakeholders within the Strategic Asset Services Branch and the Department.
- Contribute to the development of policies, guidelines and other resources to support management of school asset services.
- Work in a team environment to ensure that issues are identified and assessed according to Departmental policy, criteria and protocols.
- Undertake research that contributes to the development of Parliamentary, Ministerial and Departmental responses.

### Branch Support

- Contribute to the Directorate achieving its goals and outputs.
- Participate in performance management activities to ensure development meets personal goals and business needs.
- 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.

### Customer and Stakeholder Management and Liaison

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

## Selection criteria

1. Demonstrated practical experience in the procurement and management of contracts in an operational environment.
2. Demonstrated highly developed conceptual and analytical skills, including the ability to identify problems and provide overviews and strategies to address them.
3. Demonstrated well developed organisational skills with the ability to prioritise tasks to meet deadlines and work autonomously.
4. Demonstrated sound written communication, verbal and interpersonal skills, including the ability to liaise and negotiate with a wide range of individuals at all levels.
5. Demonstrated knowledge and experience in the use of computerised systems and tools, with the ability to report on, review and evaluate system related data to ensure accuracy and compliance.

## Eligibility and training requirements

Employees will be required to:

- hold a relevant tertiary qualification or equivalent practical experience in contract management
- 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
- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment
- complete the Department's induction program within 3 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 6 months of appointment.
- complete the Department's Aboriginal and Torres Strait Islander cultural awareness online course within 3 months of commencement.

## Certification

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

## ENDORSED

Date            2 December 2022  
Reference    D22/0888178