



**HSS Registered**

**Director Contract Operations**  
**Health Salaried Officers Agreement: Level G-12**  
**Position Number: 111948**  
**Contract Management and Procurement**  
**South Metropolitan Health Service**

**Reporting Relationships**

Chief Executive  
 South Metropolitan Health Service  
 Position Number: 000001

Executive Director Contract Management and Procurement  
 Health Executive Service Grade B  
 Position Number: 115193

**This Position**

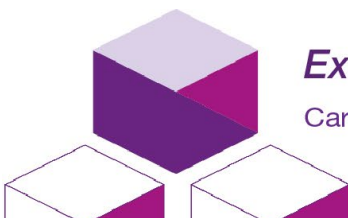
Directly reporting to this position:

Title	Classification	FTE
• Assistant Director Operations	HSO; G-10	3 FTE

- Also reporting to this supervisor:
- Director Contract Management, HSO G-12, 1 FTE
  - Director Procurement and Contract Management, HSO G-12, 1 FTE
  - Sustainability Officer; HSO G-10; 1 FTE
  - Project Manager; HSO G-10
  - Senior Project Officer, HSO G-7; 1 FTE
  - Business Coordinator, HSO G-5, 1 FTE

**Key Responsibilities**

Strategically leads, directs and manages all aspects of the operations management, performance management and monitoring the status of delivery of contracted services, including the Fiona Stanley Hospital Facilities Management Services Contract (FMSC), delivered to the Fiona Stanley Fremantle Hospitals Group (FSFHG). Consults and negotiates with key stakeholders and maintains positive and effective customer relationships.



*Excellent health care, every time*

Care ■ Integrity ■ Respect ■ Excellence ■ Teamwork

## SMHS Values

The SMHS considers the values, attributes and attitudes of candidates along with the assessment of competency-based criteria of the position as part of employee recruitment and ongoing performance development.

SMHS is unified across its hospitals and services by its values and behaviours that provide a strong expectation of conduct for all SMHS staff no matter where they work.



# Director Contract Operations | Level G-12 |

## Brief Summary of Duties (in order of importance)

### 1. Leadership and Management

- 1.1 Provides direction, planning, leadership and focus for the operational delivery of contracts including the FMSC.
- 1.2 Leads, manages and is accountable for the operations of contracts including the FMSC within allocated resources and in compliance with relevant policies and legislation.
- 1.3 Provides high level advice to stakeholders on the scope of contracts including the FMSC and required deliverables under the contracts with specific reference to ongoing operational requirements.
- 1.4 Provides professional support and mentoring to Contract Management and Procurement staff as required and contributes to leadership development initiatives for SMHS.

### 2. Specific Position and/or Operational Responsibilities

- 2.1 Establishes benchmarks and performance criteria by which contracted services can be compared externally.
- 2.2 Ensures that the contracted services and activities meet all relevant statutory corporate governance requirements and takes remedial action where required.
- 2.3 Liaises with internal and external parties including other Government Agencies and private sector suppliers.
- 2.4 Develops and maintains reporting and recording systems to meet the requirements of local and legislative obligations.
- 2.5 Initiates and facilitates forums and discussion groups to discuss and resolve issues relating to the development, implementation and operation of the contract.
- 2.6 Establishes and maintains positive working relationships with internal stakeholders and senior service provision representatives.
- 2.7 Monitors site management to ensure that they meet the contractual obligation to provide information and communications to the service providers and otherwise ensures that the State's contractual position is not disadvantaged through failure to take appropriate action (under guidance from the Executive Director Contract Management and Procurement).
- 2.8 Monitors and reviews performance and compliance of the contract with regard to contractual obligations and performance measures during all phases.
- 2.9 Provides advice together with recommendations to the Executive Director Contract Management and Procurement in respect to appropriate contractual action in response to measured performance.
- 2.10 Provides leadership, advice, guidance and direction to all staff to facilitate the effective interface between the service provider and site management.
- 2.11 Develops and monitors the managerial interfaces between the State and the service providers in determining overall contract performance.
- 2.12 Makes determinations of day to day performance matters and undertakes sample audits of service performance to verify service providers' self-assessment.
- 2.13 Ensures that local and area policies are complied with in the delivery of the contracted services.
- 2.14 Develops and issues contract notices in accordance with the contractual obligations.
- 2.15 Handles ongoing issues and change management.
- 2.16 Responsible for applying the strategic and operational intent for facilities management operations and services in conjunction with other stakeholders, as appropriate.

## SMHS Job Description Form

Human Resource Services, South Metropolitan Health Service

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Page 3 of 5

HSS Registered 04/07/2022

## **Director Contract Operations | Level G-12 |**

### **3. SMHS Governance, Safety and Quality Requirements**

- 3.1 Commits to undertake the duties of the role in accordance with the WA Health Code of Conduct, the SMHS Vision and SMHS Values of Care, Integrity, Respect, Excellence and Teamwork.
- 3.2 Ensures, as far as practicable, the provision of a safe working environment in consultation with staff under their supervision.
- 3.3 Participates in an annual performance development review and undertakes performance development review of staff under their supervision.
- 3.4 Supports the delivery of safe patient care and the consumers' experience including identifying, facilitating and participating in continuous safety and quality improvement activities, and ensuring services and practices align with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- 3.5 Completes mandatory training (including safety and quality training) as relevant to role.
- 3.6 Performs duties in accordance with Government, WA Health, South Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 3.7 Performs duties in accordance with Government, WA Health, South Metropolitan Health Service and Departmental / Program specific policies and procedures, and applicable legislative obligations under the Public Sector Management Act, the Health Services Act, Work Health and Safety Act, the Disability Services Act and the Equal Opportunity Act.

### **4. Undertakes other duties as directed**

### Work Related Requirements

#### Essential Selection Criteria

1. Demonstrated extensive experience in the management of complex, high risk, high value strategic performance-based contracts within a large complex organisation.
2. Demonstrated extensive leadership and management experience, in an environment of constraint, ensuring that resources including financial, physical, technological, and information requirements are available to maintain product/service delivery.
3. Demonstrated capacity to establish networks and communicate effectively together with the ability to provide constructive, objective and impartial advice.
4. Demonstrated negotiation and influencing skills with the capacity to promote a work environment that empowers, motivates and develops employees.
5. Proven conceptual, analytical and problem-solving skills with the capacity to recognise opportunities to enhance service delivery and capitalise on these through effective change strategies.
6. Demonstrated capacity to focus on achieving results and services consistent with customer needs, organisational strategic objectives and defined quality expectations.
7. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety and Health and how these impact on employment and service delivery.

#### Desirable Selection Criteria

1. Knowledge of and experience in large scale facilities management service delivery.
2. Relevant knowledge of the WA health service context.
3. Tertiary qualifications and good standing in a relevant discipline.

#### Appointment Prerequisites

Appointment is subject to:

- Provision of the minimum identity proofing requirements.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.