



Contracts Support Officer Infrastructure Operations

Position number	Generic
Agreement	Public Sector CSA Agreement 2024 or as replaced
Classification	Level 4
Reports to	Senior Contracts Coordinator (Level 6)
Direct reports	Nil

Context

Education Business Services (EBS) supports the delivery of high-quality education to students across our State.

Together, we're a strong supporting foundation that:

- pays our staff and supports them to procure the goods and services they need
- plans, builds and takes care of the buildings and facilities in which our staff work and our students learn
- funds our schools and provides them with resources, ICT and infrastructure
- manages information so decisions are documented and accessible
- upholds and enhances the Department's reputation by meeting compliance requirements and working effectively with our stakeholders.

The Infrastructure Division has responsibility for the strategic management of the education infrastructure portfolio including land, buildings and facilities. Infrastructure leads the planning, construction and maintenance of school buildings and supporting facilities and the provision of facilities related services.

The Infrastructure Operations Directorate is responsible for providing services to schools on security and emergency management, environmental services, property management, the development and management of lease, shared use and community use arrangements, and the contract management of the WA Schools Public Private Partnership (PPP) contract.

Visit education.wa.edu.au to find out more information about the Department of Education.

Key responsibilities

Specialist Services

- Assist with the management of Facilities Contracts, including conducting compliance checks against contract specifications and service delivery outcomes.
- Undertake contract administration and maintain contract management databases, schedules and spreadsheets.
- Review and process contract payments in line with the relevant requirements.
- 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 Department policy and protocols.
- Research and update information on best practices and provide advice and support to the 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 Support 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:

- consent to a Nationally Coordinated Criminal History Check and obtain a current Screening Clearance Number issued by the Department of Education's Screening Unit prior to commencement of employment
- hold a current Western Australian driver's licence and be prepared to travel to regional areas when requested to undertake peripheral duties
- 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 and every 3 years thereafter
- 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 17 February 2025
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