



Government of **Western Australia**
Department of **Finance**

Contract Management Job Description Templates



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Using this resource



Why has this resource been developed?

The contract management job description templates have been developed as a sector wide resource to drive consistency and assist:

- agencies in the recruitment of contract management professionals;
- in improving staff transferability across agencies; and
- in resolving the fragmentation of contract management practices identified in recent reviews of the WA Public Sector.

How was this resource developed?

The content for each role type is based on the expected competencies outlined in the [Procurement Competency Matrix](#). Information has also been drawn from the [WA Contract Management Framework](#), [Chief Procurement Officer Success Profile](#) and a range of contract management job description forms (JDFs) across WA and other jurisdictions.

How do I use this resource?

Whilst use of this resource is not mandatory, agencies are strongly encouraged to apply the content directly to their contract management JDFs. The templates can be used in the creation or reclassification of positions, update of existing JDFs, organisational restructures or as a tool to support performance reviews.

A role summary, work description, and work related requirements are provided for each role type and should be applicable to all JDFs with minimal amendments required. The content in the purple boxes may not be applicable to all positions, and agencies can add or remove from these as needed depending on role requirements.

What else to consider when developing contract management JDFs?

This guide largely focuses on the technical procurement and contract management elements required at each level. However, agencies are encouraged to consider a range of other factors according to internal guidelines and the Public Sector Commission's [Employment Standard](#). JDFs should also outline:

- Organisational values and context;
- Pre-employment requirements (Visa or residency requirements);
- Screening requirements (Police clearance, identification check); and
- Special equipment / requirements (where appropriate).

Role descriptions



A summary of each role is outlined in the table below. The Public Service Award 1992 (PSA) levels provided are only a guide and agencies should read each work description to identify the role most suitable to their needs.

Role Type	Role Description	PSA Level
Contract Support Officer	Staff in these roles do not supervise the work of others, and work under the direction of management. They develop and/or manage contracts for low-value, low-risk requirements or purchase straightforward requirements from established contracts. Staff in these roles may be involved with medium-value, medium-risk procurement activities under supervision, or in a supporting role. They are required to provide advice on straightforward procurement and contract management matters.	≤ 3
Contract Practitioner	Staff in these roles generally do not supervise the work of others, and work under the direction of management. They develop and/or manage contracts for medium-value, medium-risk requirements and may be involved with high-value, high-risk contracts under supervision, or in a supporting role. Staff in these roles provide procurement and contract advice to various stakeholders.	4 - 5
Contract Specialist	Staff in these roles may supervise the work of others, and work under the direction of senior management. They develop and/or manage contracts for high-value, high-risk requirements. They provide specialist procurement and contract advice to senior stakeholders, including policy exemptions, contract variations, and renewal and extension strategies.	6 - 7
Contract Executive	Staff in these roles supervise others, work alongside the agency executive and under the direction of the agency head. They lead the procurement and contract management strategy of the agency, including directing a wide range of complex requirements critical to the agency objectives. Staff in these roles are accountable for the success of the procurement and contract management function within the agency. They provide advice and recommendations to government, executive and other senior stakeholders on a broad range of complex procurement and contract matters.	≥ 8

Contract support officer



Role summary

Administers low risk contracts and assists in the development of related procurement and contract documentation. Maintains accurate records within procurement systems and monitors and reports on contract performance. Applies predetermined processes to undertake basic procurement and contract management tasks and maintains positive stakeholder relationships.

Work description

Contract development and administration

- Assists in developing low risk contracts and procurement documentation.
- Administers low risk contracts, ensuring compliance with relevant government and agency procurement policies and delegations.
- Uses procurement systems to maintain accurate contract records including contractor, insurance and payment details.
- Monitors contract performance and reports findings to the relevant authority.
- Validates invoices and ensures that payment schedules are met.
- Completes contract variations in accordance with predetermined processes.
- Develops and maintains working relationships with suppliers and customers at an operational level.
- Advises suppliers and customers on routine contract management issues in line with the terms and conditions of contract and relevant policies.
- Assists in contract review and exercises the appropriate extension, expiry or transition option.
- Complies with and applies government and agency disposal procedures.

Other

- Provides business and administrative support to the team.
- Leverages organisational skills to prioritise tasks and meet competing deadlines.
- Works collaboratively within a team and shows initiative.
- Performs other duties as directed.

Work related requirements

Essential

- Good interpersonal skills, with experience working with and maintaining relationships with a range of stakeholders.
- Good written communication skills, with the ability to interpret information and communicate effectively to a range of stakeholders.
- Good research and analytical skills.
- Demonstrated initiative and sound organisational skills, with the ability to work independently or as part of a team.

Desirable

- Experience in supporting contract development, administration and/or project management activities.
- Experience in using and maintaining a database.

Contract practitioner



Role summary

Manages low to medium risk contracts and develops procurement and contract documentation. Actively monitors contract performance and risks, and identifies appropriate strategies to achieve contract outcomes. Consults with a range of stakeholders and maintains positive and effective working relationships.

Work description

Contract development and management

- Manages low to medium risk contracts, including governance, risk, performance and financial management.
- Develops low to medium risk contracts and procurement documentation, including contract management plans.
- Complies with and advises on government and agency procurement and contract management policies.
- Uses procurement systems to maintain accurate contract records inclusive of contract spend, contractor performance, risk and outcomes.
- Monitors and reports on contract performance against KPIs and requirements, identifying and undertaking corrective action as required.
- Undertakes market research and applies findings to manage and inform contract decisions.
- Validates invoices and reports, and ensures that payment schedules are met.
- Assesses and prepares contract variations and exemption requests, making appropriate decisions based on risk.
- Prepares for and facilitates straightforward contract negotiations.
- Interprets contract requirements, terms and conditions and ensures that all parties understand and deliver on their responsibilities.
- Develops and maintains effective working relationships with suppliers and customers.
- Liaises with suppliers and customers to resolve routine contractual issues and escalates more complex issues.
- Reviews and evaluates expiring contracts and uses the results to shape future procurement strategy.
- Applies and advises on processes for exercising extension options, contract expiry and transition management.
- Complies with and applies government and agency disposal procedures.

Other

- Leverages organisational skills to prioritise tasks and meet competing deadlines.
- Supports the achievement of team objectives and outcomes.
- Performs other duties as directed.

Work related requirements

Essential

- Experience in contract development and/or management OR relevant project management experience.
- Good interpersonal skills, with the ability to consult, negotiate, and manage relationships with a range of stakeholders.
- Good written communication skills, with the ability to prepare procurement and technical documents.
- Good analytical, research and evaluation skills, with the ability to provide solutions to problems and issues.

Desirable

- Possession of or progress towards a relevant tertiary qualification.
- Knowledge of Government procurement policies, issues and strategic directions.

Contract specialist



Role summary

Manages high risk contracts and develops related procurement and contract documentation. Actively monitors and evaluates contract performance against various metrics and devises appropriate strategies to enhance outcomes. Leverages expertise to advise on solutions to complex procurement and contract issues. Consults across senior levels of government agencies, industry and the community, and maintains positive and effective stakeholder relationships.

Work description

Contract development and management

- Manages high risk contracts and/or categories, including governance, risk, performance and financial management.
- Develops high risk contracts and procurement documentation, including contract and/or category management plans.
- Complies with and advises on government procurement and contract management policies to drive value for money outcomes.
- Monitors, evaluates and reports on risk and contract performance against KPIs and requirements, and implements strategies to drive value for money outcomes.
- Explores innovative procurement and contract management solutions to solve complex contractual issues.
- Manages and analyses contract expenditure to ensure operation within the budget and the achievement of value for money outcomes.
- Advises on the use of procurement systems to maintain accurate contract records and ensure compliance with procurement requirements.
- Interprets contract requirements, terms and conditions and ensures that all parties understand and deliver on their responsibilities.
- Leverages relationships with strategic suppliers and customers to manage risk, address issues and maximise contract value.
- Establishes negotiation strategies and facilitates complex contractual negotiations.
- Leads market research to gain a deep insight of the supply chain, risks, buyer behaviours and other issues (eg. legislation, policies) that impact contracts.

- Leads the review of expiring contracts and uses the results to shape the future procurement strategy to deliver enhanced outcomes.
- Applies and advises on contract variations, exemptions, extensions, expiry and transition management, making appropriate decisions based on risk.
- Complies with and advises on government and agency disposal procedures.

Leadership and management

- Manages work groups to achieve contract, team and agency outcomes.
- Leverages team strengths and delegates tasks accordingly.
- Leverages knowledge and experience to support capability development and mentor staff members.

Other

- Performs other duties as directed.

Work related requirements

Essential

- Experience in leading a team to achieve targeted outcomes.
- Considerable experience in high risk contract development and/or management OR relevant project management experience.
- Demonstrated commercial acumen and experience in negotiation, with the ability to engage effectively and manage relationships with stakeholders.
- Strong communication skills, with the ability to prepare complex procurement and technical documents, and communicate effectively to a range of stakeholders.
- Demonstrated research, analytical and conceptual skills to optimise business outcomes and solve complex problems.

Desirable

- Possession of or progress towards a relevant tertiary qualification.
- Extensive knowledge of Government procurement policies, issues and strategic directions.

Contract executive



Role summary

Undertakes a high-level leadership role in agency procurement and contract management activities. Provides specialist advice and oversees the development and management of complex, high-risk contracts. Leads the development and implementation of innovative procurement and contract management strategies to achieve agency objectives and strategic vision.

Work description

Leadership and management

- Provides strategic leadership to the procurement and contracts team, encouraging best practice throughout the procurement lifecycle.
- Undertakes research and consults with key stakeholders to shape agency procurement and contract management policies, guidelines and process improvements.
- Contributes to the governance of the procurement function balancing resources and workloads to support business outcomes that drive value for the organisation.
- Uses persuasive arguments to guide and inform high level executive and ministerial decisions relating to procurement and contract management.
- Represents the agency at Whole of Government and/or inter-jurisdictional working groups and steering committees.
- Maintains awareness of sectoral, national and international developments that affect procurement and contract management activities.

Contract development and management expertise

- Oversees the management and development of complex, high risk contracts and procurement documentation including contract management plans.
- Leads the development, implementation and ongoing management of procurement and contract management initiatives.
- Monitors contract performance and outcomes, informing senior executive or government on risks that may result in political or public interest.
- Analyses and identifies trends in contract and industry data to inform strategic business decisions.

- Develops and maintains effective relationships with key staff from critical suppliers and customers and leverages them to resolve complex or contentious contractual disputes.
- Applies innovative thinking and problem-solving to solve complex procurement and contracting issues.
- Provides specialist advice within the agency and to senior stakeholders on complex policy, procurement and contracting issues.
- Ensures outcomes of procurement and contract management activities are aligned to wider government objectives.

Other

- Performs other duties as directed.

Work related requirements

Essential

- Extensive leadership skills and experience, including a proven ability to effectively manage teams to achieve targeted outcomes.
- Experience in complex, high risk contract development and/or management OR relevant project management experience.
- Extensive knowledge of Government procurement policies, issues and strategic directions.
- Demonstrated commercial acumen and experience in negotiation, with the ability to effectively communicate at the most senior levels in the private and public sectors.
- High-level research, analytical and conceptual skills, with the ability to solve complex problems.

Desirable

- Possession of a relevant tertiary qualification.
- Possession of a relevant post graduate qualification.

Enquiries

For general enquiries on how to use this guide, please contact:

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For enquiries about agency specific procurement requirements, please contact your Department of Finance client representative.

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Accessibility

Copies of this document are available in alternative formats upon request.