

# Position Description (People Managers)

## Contract Performance Manager

Division	Chief Finance Office
Business Unit	Procurement
Classification/Grade/Band	Band 7
Position Number	DD2036
Date position description approved	28 May 2020

### Council overview

At the City of Sydney our people are our most important asset and central to achieving our exciting and ambitious Sustainable Sydney 2030 – developing a green, global and connected city. The City of Sydney works to build socially sustainable communities that support a more inclusive Sydney – a city that is also more connected, liveable and engaged.

From our high-quality facilities to local services and initiatives, we are dedicated to delivering the best city environment for business, work, living and recreation.

### Council values

Our people are custodians of public trust and confidence. In recognising this, all employees are expected to act in accordance with the City's Code of Conduct and the City's values: collaboration, courage, integrity, innovation, quality and respect.

### Primary purpose of the position

The City is committed to providing a high level of corporate contract management support and governance as it is responsible for the delivery of a wide range of services to the community.

The City has developed a robust contract management framework of practices and principles that recommend a variety of models to cater for different contract types and requirements across the organisation. The Contract Performance Manager is responsible for understanding and applying this framework of best practice principles, developing and monitoring Council's contract management capability, and ensuring oversight and compliance, delivery of value for money outcomes and service objectives.

## Key accountabilities

- Provide expert advice and guidance to staff preparing contract-related documentation on Contract Management Policy, Procedures and Best Practice to ensure related activities deliver on the City's outcomes and are reinforced with relevant commercial terms and measurable Key Performance Indicators.
- Continue the development and implementation of the Contract Management framework including guidelines, templates and new training programs to ensure the effective execution, value-driven management of the City's contracts and alignment with relevant legislation and statutory requirements.
- Gain a deep understanding of the functional contract management of a portfolio of strategic contracts to ensure clarity of roles and responsibilities for contract management, and to mentor, coach and advise operational contract managers on best practice contract management activities tailored to their needs.
- Deliver annual requirement for contract management reviews, prepare reporting to senior management on contract management performance, issues, status of recommendations and opportunities for improvement and drive for implementation of improvement recommendations.
- Maintain the Contract Management ERP solution to ensure best practice records management and proactive utilisation of data to promote value driven outcomes.
- Develop industry awareness and networks to assess key contract governance trends relevant for the City's application.
- Mediate on complex supply issues and practice sound negotiation skills to secure value from money outcomes for the City and work with Stakeholders, the Strategic Contract Manager, Legal Services and others in formal contractual dispute resolution processes.

## Key challenges

- Managing risk and maintaining oversight and compliance across a diverse portfolio to mitigate potential loss and unfavourable outcomes
- Prioritising competing deliverables to drive toward effective achievement of goals given that workload is usually time-sensitive
- Cross-functional working across a diverse customer base given that there are varying levels of contract management and procurement capability

## Key relationships

Who	Why
<b>Internal</b>	
Strategic Contract Manager	<ul style="list-style-type: none"><li>• Receive advice and report on progress towards business objectives and discuss future directions</li><li>• Provide expert advice and contribute to decision making</li></ul>

Who	Why
	<ul style="list-style-type: none"> <li>Identify emerging issues/risks and their implications and propose solutions</li> </ul>
Direct Report: Contract Performance Officer	<ul style="list-style-type: none"> <li>Lead, direct, manage and support performance and development</li> <li>Guide, support, coach and mentor</li> </ul>
Procurement	<ul style="list-style-type: none"> <li>Contribute as a subject matter expert on Contract Management to procurement business planning activities</li> <li>Support the procurement team with project work as required</li> </ul>
Legal Services	<ul style="list-style-type: none"> <li>Act as point of contact with Legal services on formal contractual dispute matters</li> <li>Co-ordinate policy and procedural change to ensure continuity</li> <li>Refer contract managers for legal advice as required</li> </ul>
Stakeholders: City of Sydney Staff with Contract Management responsibilities	<ul style="list-style-type: none"> <li>Provide expert advice on a range of Contract Management related issues and strategies</li> <li>Conduct Contract Management Reviews</li> <li>Optimise engagement to achieve defined outcomes</li> <li>Act as a point of escalation in issues and formal contractual disputes</li> <li>Manage expectations and resolve issues</li> </ul>
<b>External</b>	
Vendors/Service Providers and Consultants	<ul style="list-style-type: none"> <li>Participate in Contract Management Reviews and Issues Management as required</li> <li>Receive, process and document supplier driven complaints and feedback</li> <li>Conduct market benchmarking exercise as required</li> </ul>

## Key dimensions

### Decision making

The position is responsible for conducting contract management reviews and delivering the formal reporting of outcomes to management

The position is also responsible for maintaining the Contract Management System, Policy and Procedures so that they can be utilised by staff effectively

The position is responsible for the management and development of the Contract Performance Officer.

## Reports to

Strategic Contract Manager

## Direct reports

Approximately 1 direct reports

- Contract Performance Officer

## Estimated number of indirect reports

NIL

## Essential Knowledge & Skills, Experience

- Demonstrated extensive contract management or procurement governance experience
- Demonstrated experience with working with performance and continual improvement planning frameworks
- Demonstrated extensive stakeholder engagement and portfolio management experience
- Excellent verbal and written communication skills with proven experience in effective business report writing
- Ability to understand a diverse range of business activities and identify issues and solutions to enhance contract governance.
- Experience in the development and delivery of training.
- Well-developed analytical and numerical ability

## Capabilities for the position

The City's Leadership and Management Capability Framework (LMCF) outlines the capabilities expected of people managers to perform well in their role. They are expressed as behaviours that show expected knowledge, skills and our values. There are capabilities for employees and managers which provide clarity, common language and consistency.

### Focus capabilities

The capabilities in bold are the focus capabilities for this position. The focus capabilities are those judged to be most important at the time of recruiting to the position. That is the ones that must be met at least at a satisfactory level for a candidate to be suitable for appointment. The table below outline the suggested focus capabilities for both Leadership and management and is a guide.

<b>Management Level</b>	<b>Leadership Capabilities</b>	<b>Management Capabilities</b>
Team Leaders & Supervisors	2	2
M4	3	4
M3	4	6
M2	5	8

Capability Group	Capability Name	Level
Leadership	Displays Awareness of Self and Others	Team Leader/ Supervisor
	<b>Cultivates Productive Relationships</b>	<b>Team Leader/ SupervisorTeam Leader/ Supervisor</b>
	<b>Drives Results</b>	<b>Team Leader/ SupervisorTeam Leader/ Supervisor</b>
	Develops People and Culture	Team Leader/ SupervisorTeam Leader/ Supervisor
	Operates Strategically	Team Leader/ Supervisor
Management	Technology and Information Management	Team Leader/ Supervisor
	Finance and Resource Management	Team Leader/ Supervisor
	Asset Management	Team Leader/ Supervisor
	Risk Management, Safety and Compliance	Team Leader/ Supervisor
	<b>Procurement and Contract Management</b>	<b>Team Leader/ Supervisor</b>
	<b>Project Management</b>	<b>Team Leader/ SupervisorTeam Leader/ Supervisor</b>
	Change Management	Team Leader/ Supervisor
	People Management	Team Leader/ SupervisorTeam Leader/ Supervisor