

WHITEHORSE CITY COUNCIL

Position description

Job title: Contract Management Specialist	
Classification: SEO	Effective Date: To be confirmed
Reports to: Manager Contracts & Benefits Realisation	Tenure: Temporary – until 30 December 2026

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration	Respect	Excellence	Accountability	Trust
We work flexibly together to achieve outcomes and solve problems.	We actively listen, value diversity and care.	We adapt, respond, learn and grow.	We take responsibility and follow through on our promises.	We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

The position will be responsible for managing the organisational approach to contract management and developing organisational capability. The intent of the role is to support the organisation and leaders to effectively manage contracts which positively impacts on the community.

Key Responsibilities

Position Specific Responsibilities

- Manage and coordinate the organisational approach to developing and improving contract management practice.
- Manage the organisational contract management approach including the contract management approach within WCC's project management framework. This includes developing, implementing and leading organisational contract policies and processes.
- Developing, implementing and managing contract management activities, policies, training and processes. This must align
- 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.

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

Accountability and Extent of Authority

Budget: NIL.

Staff responsibility: NIL.

Judgement and Decision Making

- The position is accountable to the Director Corporate Services and the Manager Contracts & Benefits Realisation.
- The position has authority and freedom to act within established operational and budgetary guidelines and the provision of various Acts, regulations, codes and City policies.
- The position has the authority to identify the need for and develop policy options.
- Decisions and actions taken in this position may have a substantial effect on the operational unit being managed or on the public perception of the wider organisation.

Specialist Knowledge and Skills

Qualifications and Experience

- Relevant qualifications in procurement, law, commerce, business or economics and/or equivalent industry experience.
- Demonstrated experience in contract management, preferably in service delivery and/or relationship management environment.
- Acute business acumen and understanding of organisational issues/challenges relating to contract management.
- Promote the principles of risk management as applied to contract management, to identify and mitigate risk.
- Implement effective governance arrangements to monitor provider, supplier and contractor performance against contracted deliverables and outcomes.
- Represent the organisation in the resolution of complex/sensitive disputes with providers, suppliers and contractors.
- Sound knowledge of budgeting and relevant accounting and financial procedure.

- Working with Children Check.

Interpersonal Skills

- Demonstrated high level oral and written communication skills with the ability to communicate, negotiate and work collaboratively with a range of stakeholders.
- Demonstrated ability to negotiate with and influence stakeholders to achieve outcomes in a complex political environment.
- The ability to gain cooperation and assistance of stakeholders to discuss and resolve problems and identify solutions to new business problems.
- Highly developed influencing and negotiation skills.
- Resilience in challenging work environment with conflicting priorities and interests.

Key Relationships:

- The position liaises with management and staff at all levels up to and including the Executive Leadership Team.
- The position provides advice on contract management across all organisational service areas and initiatives.
- The position works closely with all current and future contract management to improve contract performance management, vendor relationships and service outcomes.
- The position works closely in a trusted and collaborative relationship with the Procurement Business Unit to align contract management capability with the procurement policy, practice and systems.
- Where required liaise and communicate with external stakeholders.

Management Skills

- The ability to provide guidance to others concerning contract management and contractor performance
- A relationship builder who strives to develop and maintain positive relationships within a political environment.
- A strong conceptual and strategic thinker with excellent problem solving and decision-making abilities.
- A demonstrated ability to consider multiple perspectives and consider complex information within a multifaceted and complex changing environment.
- Ability to make professional judgements and decisions critical to the delivery of targeted outcomes.

Key Selection Criteria

1. Relevant qualifications in procurement, law, commerce, business or economics and/or equivalent industry experience.
2. Demonstrated experience in contract management, preferably in service delivery and/or relationship management environment.
3. Experience managing contract-based risks and issues to successful resolution.
4. Implement effective governance arrangements to monitor provider, supplier and contractor performance against contracted deliverables and outcomes.
5. Represent the organisation in the resolution of complex/sensitive disputes with providers, suppliers and contractors.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	NIL		
Hand/Arm Movement Tasks involve use of hand/arms	NIL		
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	NIL		
Standing Tasks involve standing in an upright position	NIL		
Reaching Tasks involve reaching above head, and above and equal to shoulder height	NIL		
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	NIL		
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	NIL		
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	NIL		
Keyboard Duties Tasks involve sitting at workstation and using computer.	No	Daily keyboard duties	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	NIL		