

Job title: Senior Contracts and Commercial Specialist	
Classification: Senior Executive Officer	Effective Date: March 2026
Reports to: Manager Commercial	Tenure: Permanent
People Leader to:	Not applicable

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. Our transformation is supporting us to respond to the evolving changes that impact our organisation and needs of our community.



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.

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.



WHITEHORSE CITY COUNCIL

Position description

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

Goal Statement

The primary purpose of this position is to support a commercial function for Council and provide leadership to strategically identify and pursue commercial opportunities expanding across strategic procurement, contract management, and other commercial opportunities. This role will identify and lead initiatives which increase financial benefits for Council, while also considering the community and social context of Council. This role will also strategically manage, plan and coordinate the organisational approach to strategic procurement (pipeline and opportunities) and all matters associated with contract management. The role will develop organisational capability of the organisation and leaders to effectively develop and manage contracts and other commercial opportunities that enable the achievement of Council's Strategic direction.

As a Senior Executive Officer within Whitehorse City Council, the role will actively support organisational performance and progress where possible. It will also lead and manage specialist scopes of work related to benefits realisation associated with Whitehorse City Council..

A SEO is responsible for the management and leadership of all specialist area functions.

Key Responsibilities

Position Specific Responsibilities:

- Identify and implement commercial opportunities to realise financial and social benefits, with support from the Manager Commercial.
- Work across the business to implement commercial opportunities and realise benefits

- Support and lead the strategic direction and continuous improvement of Council's procurement and contract management frameworks to deliver balanced best value.
 - Lead a proactive and forward looking approach to contract life-cycle planning by working with business areas to ensure expiring contracts are reviewed early, options are assessed, and contracts strategically negotiated or market-tested in alignment with organisation needs
 - Develop, assess and implement specifications and tender documentation that align with Council objectives and legislative requirements and contribute to improved commercial outcomes
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 - Support, recommend and lead identification, assessment and management of external commercial opportunities.
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- Evaluate market trends, commercial opportunities and risks to inform evidence-based decision making and strategic planning.
 - Build and maintain strong relationships with key stakeholders.
 - Lead and/or support the negotiation and management of complex commercial agreements to achieve Council's strategic objectives while upholding probity and transparency.
 - Manage the full contract management lifecycle – from procurement planning through to execution, performance monitoring and contract close-out or renewal
 - Monitor and manage contract expenditure to ensure fiscal responsibility and alignment with budget parameters.
 - Leads the development, implementation and training of contract performance reporting and management of Key Performance Indicators to ensure WCC Suppliers meet or exceed agreed contract and service levels.
 - Recommend, develop and implement organisational processes and procedures to ensure WCC contract management practices support and deliver sustainable, risk appropriate commercial and service level objectives and align with Council Procurement Policy.
 - Explores innovative procurement and contract management solutions to support complex contractual challenges , mitigate risk and/or enhance commercial or community benefit.

- With the Finance department, ensures the Contract Management System (Readytech) is utilised and optimised in order to leverage system capability and workflow enhancements to deliver ongoing transparency, capability uplift and efficiencies across Council.
- Interprets contract requirements, terms and conditions and ensures that all parties understand and deliver on their responsibilities.
Leverage strategic supplier relationships to manage risk, address issues and maximise contract and service value.
 - Provides leadership and support to ERG and other Councils in shared services / collaborative procurement endeavours
 - Lead the contract and commercial specialists
 - Identify opportunities to optimise supplier performance, contract value and service delivery outcomes.

Self-Leadership:

- Formulate effective working relationships, build trust and gain confidence across all levels of organisation and external contacts.
- Clearly communicate information to a range of audiences.
- Negotiate, problem solve and influence in pursuit of Contracts and Commercial and organisational objectives. Model initiative and decisiveness.
- Apply and share knowledge gained through experience and exposure to experts, colleagues and stakeholders.
- Under the direction of the manager, manage a dynamic workload with competing priorities and operate independently effectively under pressure.
- Actively seek, reflect and act on feedback, showing a clear capacity and willingness to utilise feedback for continuous improvement in the role. Apply strengths and mitigate weaknesses and limitations.
- Proactively seek opportunities for development and growth.
- Values driven actively modelling integrity, equity, fairness and transparency.

People Leadership:

- Position leadership of the Commercial Specialist – as per organisation structure (2 positions)
- Support and where appropriate lead the setting of goals in line with Council and Commercial and Property department strategies and plans, expectations and providing performance guidelines.

- Sharing expertise in area of discipline to develop the professional skills of others across specialist area and as relevant, the organisation to ensure Council builds expertise and capability.
- Support, where appropriate, specialist areas in identification and implementation of commercial opportunities, contract planning and management.
- Provide equitable and sound leadership, (including recommending appropriate training, development, and motivation) to ensure that contract performance is measured and proactively managed.
- Lead, motivate and develop people to improve culture, engagement and performance, aligning people and organisational goals.
- Foster an environment that encourages new ideas and provides support for the development of emerging skills.
- Actively assist with the delivery of Council's key priorities and ensure effective monitoring and reporting of progress.
- Act as the ambassador for organisational culture and values. Ensure values are embedded and upheld by role modelling constructive behaviours to build trust and support high standards of performance.

Specialist Area Leadership:

- Where required lead or support internal resources to achieve service outcomes specific to contract renewals and contract management activities.
- Lead specialist area performance in line with expectations of service.
- Think and act strategically, particularly in relation to specialist area level strategies, programs and approaches.
- Leverage external networks to ensure Council's service planning and delivery maintains pace with industry leaders.
- Where appropriate Identify and develop changes to policy and procedure in areas of responsibility through a lens of continuous improvement

Organisational Leadership:

- Support implementation and compliance of organisational policy, legislative and regulatory requirements.
- Make a considered and strategic contribution to the development and enablement of Council vision, direction and goals to serve the community and advance the organisation recognising an evolving Local Government context.
- Lead and influence in the spirit and practice of Council's Values and Code of Conduct, Enterprise Bargaining Agreement and applicable policies, procedures and practices.

- In support of the Manager Commercial lead and influence awareness of and compliance with relevant regulations and legislation.
- Ensure that risk management principles are adopted in all decision-making processes as applicable to Commercial and Property.
- Support and if required undertake identification, reporting and resolution of risk management activities (including that WCC Contract Owners are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment.
- Display and exhibit appropriate care and use of relevant assets and equipment.

Qualifications and Experience

- Relevant qualifications in procurement, business law, commerce, business or economics and/or equivalent industry experience.
- Demonstrated experience in contract management, preferably in service delivery and/or relationship management environment.
- Demonstrated experience in identifying and implementing commercial opportunities to realise financial and social benefits.
- Strong business acumen, leadership within organisational issues/challenges and delivery and realisation commercial benefits.
- 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.

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.

Inspire Direction & Purpose:

In consideration of the organisational and departmental goals and strategic direction and the contribution of an effective commercial function where appropriate:

- Communicates organisational or Departmental goals, priorities and vision and recognise achievements in relation to Contract Management.
- Articulates a shared vision of the organisation's future, described in measurable terms, and communicates the way forward.
- Actively drives alignment and understanding of policy and practices with strategy or behaviours where applicable.
- Generates enthusiasm and commitment to goals and cascades Contract development and management understandings throughout the organisation.
- Communicates the context and parameters surrounding organisational strategies.
- Celebrates success and high performance and supports regular workplace activities to build a positive culture.

Optimise Workforce Contribution:

As it applies to Contract development and management and the potential for benefits realisation or organisational performance:

- Ensure that operating models, systems, processes and workforce structure are aligned to key organisational strategies.
- Champions the benefits of diversity and ensures hiring practices attract diverse applicants and minimise selection biases.
- Develops and facilitates partnerships with other organisations to strengthen workforce capability.

Lead and Manage Change:

As it applies to Contract development and management and the potential for benefits realisation or organisational performance:

- Initiates, supports and champions change, assist others to accept and engage with change.
- Communicates a compelling case for change and articulates vision, objectives and benefits for different audiences.
- Analyses the change context to develop the right change approach for the organisation, community and region.
- Ensures regular communication throughout the change effort to build awareness, understanding, support and commitment.
- Ensures organisational structures, systems, processes and leadership are aligned to support and embed changes.
- Anticipates, plans for and addresses cultural barriers to change.

Conditions of Employment

Conditions of employment are in accordance with the Whitehorse City Council Collective Agreement (if applicable) and Code of Conduct.

Applicants will require the following, as requested:

- Identify check.
- Criminal History Check - renewal required every 10 years.
- Working with Children Check - renewal required every 5 years.
- Psychometric Assessment.
- Right to work in Australia.

Authority:

- Budget: NIL
- Staff Responsibility: Two

Notes and Comments:

- The incumbent may be required to work from different locations within the municipality from time to time.
- The incumbent may be required to attend out of hours work meetings (e.g. Council briefings and meetings).

Key Selection Criteria

Qualifications and Experience

- Relevant qualifications (Diploma, Degree, Post Grad) in procurement, business law, commerce, business or economics and/or equivalent industry experience.
- Demonstrated experience in utilising financial data, analytics to support the delivery of improved commercial outcomes.
- Proven experience leading and managing complex/sensitive commercial negotiations with providers, suppliers and contractors
- Demonstrated experience pursuing commercial opportunities which deliver financial and social benefits in a complex environment.
- Demonstrated experience in strategic sourcing and contract management
- Demonstrated analytical and evaluation skills to enable the ability to develop innovative solutions to problem solve
- Experience developing, interpreting and understanding risk and governance principles.
- Experienced in effective people leadership and demonstrated history in developing staff and leading organisation through change

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	Keyboard, writing, carrying office supplies	Often	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	NIL		
Standing Tasks involve standing in an upright position	May work at sit/stand desk, make presentations	Sometimes/often	
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/NEGLIGIBLE	Sometimes/often	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	Office equipment. Not heavy	Sometimes	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	NIL	Never/rarely	
Keyboard Duties Tasks involve sitting at workstation and using computer.	A large portion of the work will involve using a computer sitting at a work station.	Often	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	Utilising Council Desktop/Laptop. Reading reports.	Often	

Any other relevant comments: