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| **Portfolio** | Communities and Justice  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Corporate Services/Infrastructure and Assets/Capital Planning & Investment/Infrastructure Support Services |
| **Location** | Parramatta |
| **Classification/Grade/Band** | Clerk Grade 9/10 |
| **Role Number** | 50010725 |
| **ANZSCO Code** | 591113 |
| **PCAT Code** | 1227273 |
| **Date of Approval** | 24 May 2024 | **Ref: IA0142** |
| **Agency Website** | www.dcj.nsw.gov.au |

***Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.***

# Agency overview

The Department of Communities and Justice (DCJ) is the lead agency in the Communities and Justice Portfolio. Communities and Justice aims to achieve a safe, just, and inclusive New South Wales (NSW) by operating an effective legal system; increasing access to social and affordable housing; protecting children and families; addressing domestic and family violence; promoting public safety; reducing reoffending; and supporting community harmony and social cohesion.

DCJ works to enable everyone's right to access justice and help for families through early intervention and inclusion, with benefits for the whole community by providing services that are effective and responsive to community needs.

# Primary purpose of the role

The role partners with stakeholders to manage the Infrastructure Support Services (ISS) Agreement (contract) including supplier relationship management, stakeholder management, contract performance, and risk management, to meet contract objectives and key performance indicators in accordance with the framework and principles identified within the contract.

# Key accountabilities

* Maintain and manage frameworks, systems and solutions to improve the efficiency of the contract management function and enhance supplier relationships and deliverables.
* Manage and maintain assurance processes to support the effective scoping, pricing, and delivery of services through the contract.
* Support complex and sensitive negotiations for contract variations, contract renewals and claims/disputes to deliver better procurement outcomes and mitigate commercial risks in conjunction with DCJ legal advice.
* Provide leadership and effective management of the contract with the Infrastructure Support Services team to deliver a high-quality contract management service to the organisation and stakeholders.
* Provide sound advice to DCJ’s delivery and operational stakeholders on the formulation of scope for services delivered under the contract, as well as strategies to manage supplier performance and development, improve future contract outcomes and support effective contract management.
* Establish and maintain stakeholder and supplier relationships to identify and minimise risk, resolve issues as they arise and maximise value from the contract.
* Ensure that the contract’s governance and reporting requirements are aligned to DCJ and I&A, are managed and administered including currency of asset condition data which is integrated into the DCJ asset management system/s.
* Develop skill using the contractor’s performance reporting tool and dashboards to inform contract improvements.

# Key challenges

* Ensuring that the highest levels of probity are applied throughout the organisation in utilising the services provided under ISS Agreement given the significant value and public accountability requirements of the contract.
* Proactively addressing commercial, contractual, operational, financial, reputational, ethical and supply chain risks associated with the contract, given their potential high cost / impact to DCJ.
* Maintaining a high standard of quality assurance in the scoping, pricing and delivery of services, programs and projects through the contract.
* Managing legal advice and expectations with contract use and supplier engagement.
* Managing stakeholder and contractor conflicting expectations and relationships.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Infrastructure Support Services team | * Provide advice and guidance on the ISS Agreement, contract management and vendor performance, contribute to decision making and support in the procurement of services under the contract
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| Stakeholders | * Provide expert advice on contract related issues
* Provide guidance in relation to supplier
* Resolve and provide solutions to issues and build awareness of the contractual provisions and obligations
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|  |  |
| --- | --- |
| Senior Manager | * Receive advice and report on progress of achieving Key Performance Indicators, contract objectives and future directions to support delivering against DCJ and State objectives
* Provide advice and contribute to evidence-based decision making
* Identify emerging contract issues/risks, their implications, and recommend mitigation plans
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| **External** |  |
| Stakeholders | * Support in the consultation of the management and evaluation of the ISS contract
* Support in the management of expectations and resolve contract related issues
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| Vendors/Service Providers and Consultants | * Consult on the terms and conditions of the contract and contract management plan and explore opportunities to improve contract outcomes
* Support in the management of contract disputes and performance issues in accordance with the contract’s provisions
* Review and provide expert analysis relevant to contract and services agreement variations
* Manage the contract and monitor the provision of service to ensure compliance with the contract and services agreement
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| Other NSW Government Agencies | * Consult on contracts, contract management strategies and issues
* Establish networks to enable performance benchmarking and maintain currency in trends / developments in contract management

Collaborate on cross agency or whole of government contracts |
| Professional and Sector Associations | * Exchange information on market developments, performance benchmarking, innovation and other matters of mutual interest
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# Role dimensions

## Decision making

## The role has autonomy in coordinating and managing their work. The role makes decisions on matters under their direct control. The role will need to negotiate tasks and deadlines with the senior manager.

## The role has discretion in deciding how a task will be conducted, however, must act in accordance with the contract, DCJ delegations, and approval processes.

## Reporting line

## The role reports to the Senior Manager, Infrastructure Support Services.

## Direct reports

2 direct reports

## Budget/Expenditure

Nil

# Essential requirements

Tertiary qualifications in a related discipline and/or equivalent knowledge, skills, and experience with demonstrated commitment to ongoing professional development.

Appointments are subject to reference checks. Some roles may also require the following checks/ clearances:

* National Criminal History Record Check in accordance with the Disability Inclusion Act 2014
* Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-capability-framework) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

## Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

| FOCUS CAPABILITIES |
| --- |
| **Capability group/sets** | **Capability name** |  | **Behavioural indicators** | **Level** |
| Personal Attributes logo | **Act with Integrity**Be ethical and professional, and uphold and promote the public sector values | * Model the highest standards of ethical and professional behaviour and reinforce their use
* Represent the organisation in an honest, ethical and professional way and set an example for others to follow
* Promote a culture of integrity and professionalism within the organisation and in dealings external to government
* Monitor ethical practices, standards and systems and reinforce their use
* Act promptly on reported breaches of legislation, policies and guidelines
 | Advanced |
| Relationships logo  | **Commit to Customer Service**Provide customer-focused services in line with public sector and organisational objectives | * Take responsibility for delivering high-quality customer-focused services
* Design processes and policies based on the customer’s point of view and needs
* Understand and measure what is important to customers
* Use data and information to monitor and improve customer service delivery
* Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers
* Maintain relationships with key customers in area of expertise
* Connect and collaborate with relevant customers within the community
 | Adept |
| Results logo | **Deliver Results**Achieve results through the efficient use of resources and a commitment to quality outcomes | * Seek and apply specialist advice when required
* Complete work tasks within set budgets, timeframes and standards
* Take the initiative to progress and deliver own work and that of the team or unit
* Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals
* Identify any barriers to achieving results and resolve these where possible
* Proactively change or adjust plans when needed
 | Intermediate |
| Business Enablers logo | **Procurement and Contract Management**Understand and apply procurement processes to ensure effective purchasing and contract performance | * Apply legal, policy and organisational guidelines and procedures relating to procurement and contract management
* Develop well-written, well- structured procurement documentation that clearly sets out the business requirements
* Monitor procurement and contract management processes to ensure they are open, transparent and competitive
* Be aware of procurement and contract management risks, and actions to manage or mitigate risk in monitoring contract performance
* Evaluate tenders and select providers in an objective and rigorous way, in line with established guidelines and principles
* Escalate procurement and contract management issues, where required
 | Adept |
| People Management logo | **Manage and Develop People** Engage and motivate staff, and develop capability and potential in others | * Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes
* Adjust performance development processes to meet the diverse abilities and needs of individuals and teams
* Develop work plans that consider capability, strengths and opportunities for development
* Be aware of the influences of bias when managing team members
* Seek feedback on own management capabilities and develop strategies to address any gaps
* Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way
* Monitor and report on team performance in line with established performance development frameworks
 | Intermediate |

# Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as ‘not essential’ for this role is not relevant for recruitment purposes however may be relevant for future career development.

| COMPLEMENTARY CAPABILITIES |
| --- |
| **Capability Group/Sets** | **Capability Name** | **Description** | **Level**  |
| Personal Attributes logo |  |  |  |
| Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Adept |
| Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Adept |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| Relationships logo  |  |  |  |
| Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Adept |
| Work Collaboratively | Collaborate with others and value their contribution | Adept |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Adept |
| Results logo |  |  |  |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Adept |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
| Business Enablers logo |  |  |  |
| Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Intermediate |
| Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |
| Project Management | Understand and apply effective project planning, coordination and control methods | Adept |
| People Management logo |  |  |  |
| Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Intermediate |
| Optimise Business Outcomes | Manage people and resources effectively to achieve public value | Intermediate |
| Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Intermediate |