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| **Portfolio** | Communities and Justice  |
| **Department** | Corrective Services NSW (CSNSW) |
| **Division/Branch/Unit** | Corrective Services NSW (CSNSW) / Community Industry and Capacity / Contracts and Commissioning |
| **Location** | Sydney |
| **Classification/Grade/Band** | Clerk Grade 7/8 |
| **Role Number** | TBA |
| **ANZSCO Code** | 511111 |
| **PCAT Code** | 228372 |
| **Date of Approval** | 25 March 2019 | **Ref: CS0247** |
| **Agency Website** | www. correctiveservices.dcj.nsw.gov.au |

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

# Agency overview

Corrective Services NSW (CSNSW) delivers professional correctional services and programs to reduce reoffending and create safer communities. We house remand and sentenced inmates in correctional centres and supervise offenders serving orders in the community.

CSNSW provides reports and advice to courts and releasing/parole authorities and assesses offenders in the community and in custody for relevant interventions to reduce their risks of reoffending. CSNSW works in partnership with other government and non-government justice and human services agencies to support victims, facilitate restorative justice and promote reintegration.

# Primary purpose of the role

Perform a range of contract administration and compliance initiatives to support strategic performance monitoring and reporting functions associated with contracted service delivery providers.

# Key accountabilities

* Undertake contract administration activities for the Branch in line with legislation and CSNSW policy, procedure, standards and specifications to achieve monitoring and reporting outcomes.
* Conduct analysis and preliminary review of the contractual performance of providers to ensure compliance with terms and to identify conflicts or changes requiring resolution during the life of the contract, or at the time of contract renewal or retender stage.
* Prepare and collate a range of documents as required, including business cases, project plans and workflows, discussion papers, briefing notes and submissions to respond to information requests.
* Provide advice to senior staff on aspects of the development, implementation, management and status of projects relating to contract administration and compliance initiatives to inform decision-making.
* Provide advice and administrative support (as required) at supplier meetings and consult with relevant business units to assist with the preparation of briefings and contract related communications to instil awareness of contractual obligations, processes and performance criteria/expectations for service providers and the Department of Communities and Justice.
* Utilise electronic databases to ensure the accurate and up-to-date entry, storage and retrieval of contract documents and related records such as performance data aligned to service specifications and other contractual requirements.
* Participate in research activities and the review of standards and performance metrics applicable to contracted service delivery providers to contribute to continuous improvement and evaluation initiatives.
* Develop and maintain professional relationships with contracted service delivery providers to achieve performance monitoring and reporting outcomes.

# Key challenges

* Dealing with complex and sensitive/confidential issues when performing contractual administration activities, whilst demonstrating appropriate levels of professionalism and trust.
* Achieving deadlines and milestones to the required standards and targets whilst managing multiple competing initiatives and priorities.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager, Contracts and Relationships | * Seek guidance
* Provide advice and reports
* Liaise to identify, analyse and report trends relating to contract management and compliance
 |
| Work team (including the Senior Contract Administrator) | * Provide and receive information and advice relating to initiatives and priorities
* Contribute to team meetings and priority delivery
 |
| A range of stakeholders relevant to project deliverables | * Liaise in accordance with project management methodologies
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| **External** |  |
| Contracted service providers | * Liaise regarding sensitive contractual arrangements / issues (in consultation with the Senior Contract Administrator and/or Manager, Contracts and Relationships) to achieve performance monitoring and reporting outcomes
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| A range of community stakeholders relevant to project deliverables | * Liaise in accordance with project management methodologies (in consultation with the Senior Contract Administrator and/or Manager, Contracts and Relationships)
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# Role dimensions

## Decision making

## The role works with the Senior Contract Administrator and/or Manager, Contracts and Relationships, to ensure contractual obligations are fulfilled and associated decisions are made in line with relevant delegations and authority.

The Contract Administrator has autonomy in coordinating and managing their work and is able to make decisions on matters under their direct control. Decision-making outside of this scope is made in consultation with the Senior Contract Administrator and/or Manager, Contracts and Relationships.

The role exercises impartially in the day-to-day assessment and measurement of contract compliance and formulates preliminary recommendations arising from research and enquiries conducted.

**Reporting line**

Manager, Contracts and Relationships

**Direct reports**

Nil

**Budget/Expenditure**

Nil

**Essential requirements**

* Relevant tertiary qualifications or equivalent experience
* Willingness to travel within NSW in the course of performing the role

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 | **Display Resilience and Courage**Be open and honest, prepared to express your views, and willing to accept and commit to change | * Be flexible and adaptable and respond quickly when situations change
* Offer own opinion and raise challenging issues
* Listen when ideas are challenged and respond appropriately
* Work through challenges
* Remain calm and focused in challenging situations
 | Intermediate |
| Relationships logo  | **Communicate Effectively**Communicate clearly, actively listen to others, and respond with understanding and respect | * Focus on key points and speak in plain English
* Clearly explain and present ideas and arguments
* Listen to others to gain an understanding and ask appropriate, respectful questions
* Promote the use of inclusive language and assist others to adjust where necessary
* Monitor own and others’ non-verbal cues and adapt where necessary
* Write and prepare material that is well structured and easy to follow
* Communicate routine technical information clearly
 | Intermediate |
| Relationships logo  | **Influence and Negotiate**Gain consensus and commitment from others, and resolve issues and conflicts | * Use facts, knowledge and experience to support recommendations
* Work towards positive and mutually satisfactory outcomes
* Identify and resolve issues in discussion with other staff and stakeholders
* Identify others’ concerns and expectations
* Respond constructively to conflict and disagreements and be open to compromise
* Keep discussions focused on the key issues
 | Intermediate |
| 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 |
| Results logo | **Think and Solve Problems**Think, analyse and consider the broader context to develop practical solutions | * Research and apply critical- thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence
* Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience
* Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience
* Seek contributions and ideas from people with diverse backgrounds and experience
* Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness
* Identify and share business process improvements to enhance effectiveness
 | Adept |
| Business Enablers logo | **Procurement and Contract Management**Understand and apply procurement processes to ensure effective purchasing and contract performance | * Understand and comply with legal, policy and organisational guidelines and procedures relating to purchasing
* Conduct delegated purchasing activities in line with procedures
* Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements
 | Intermediate |
| Business Enablers logo | **Project Management**Understand and apply effective planning, coordination and control methods | * Perform basic research and analysis to inform and support the achievement of project deliverables
* Contribute to developing project documentation and resource estimates
* Contribute to reviews of progress, outcomes and future improvements
* Identify and escalate possible variances from project plans
 | 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 |  |  |  |
| Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Intermediate |
| Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Intermediate |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| Relationships logo  |  |  |  |
| Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Foundational |
| Work Collaboratively | Collaborate with others and value their contribution | Intermediate |
| Results logo |  |  |  |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| 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 | Foundational |
| Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |