

ROLE DESCRIPTION

Contract Officer

Portfolio	Communities and Justice	
Department	Corrective Services NSW (CSNSW)	
Division/Branch/Unit	Commercial Management	
Location	Sydney	
Classification/Grade/Band	Clerk Grade 7/8	
Role Number	25961, 25962, 25553 & 25554	
ANZSCO Code	511111	
PCAT Code	1222224	
Date of Approval	4 March 2016 (updated Sept16)	Ref: CS0021
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

The role coordinates the contract and supplier performance reporting that ensures compliance with contractual obligations and performance measures, contributing to the achievement of improved commercial outcomes, the realisation of Procurement benefits and savings in accordance with Departmental and state Procurement policies and procedures.

Key accountabilities

- Monitor the performance of contracted suppliers of goods and services to the various CSI units across the state in liaison with the local managers and / or through established administrative systems and processes to ensure that the KPIs relating to contracts are being complied with.
- Support business units and liaise with contracted suppliers to ensure that the reporting requirements under contract are established, the performance levels are maintained and the expected benefits and savings are delivered.
- Assist business units with Purchase Order management and Procure-to-Pay issues related to contracted suppliers

- Support the Senior Procurement Officer to establish methodologies, processes and timetables for generating contracted suppliers performance and team business reports and ensuring legislation and Departmental procurement policy are complied with.
- Liaise with the Department of Justice Procurement team to provide input into Category Management plans and other strategic activities.
- Participate in other procurement initiatives and projects, as required, and may be deployed to other areas within CSI or Procurement to meet business needs, drive cross- skilling and enable skills development

Key challenges

- Balance competing demands whilst providing quality administrative services in a pressured / high volume and sensitive work environment.
- Balance limited resources to meet competing management / customer needs and expectations and prioritising issues given tight timeframes and quality standards.
- Leveraging procurement opportunities in a diverse organisation.

Key relationships

Who	Why
Internal	
Senior Procurement Officer	<ul style="list-style-type: none"> • Provide expert advice and support • For reporting and guidance on the overall reform project.
Director, Operations Development and other CSI Executive and operational stakeholders	<ul style="list-style-type: none"> • For providing expert advice. • For getting inputs into the service specifications.
Justice Corporate / Procurement Services	<ul style="list-style-type: none"> • To obtain advice and relevant templates and procurement documentation. • Participate in Category Management activities • Participate in Procurement forums across the Department
External	
Suppliers / contractors of goods and services	<ul style="list-style-type: none"> • Contract management and supplier relationship management as well as other procurement related matters, as required.
Consultants	<ul style="list-style-type: none"> • For the provision of specialised services to the procurement process if required.

Role dimensions

Decision making

The role operates within the established practices, procedures relating to procurement and contract management, the provisions of the Delegations Manual and the Public Sector and Department wide policies. The role has autonomy to liaise with the contracted suppliers of goods and services and to obtain and disseminate information, but all complex issues must be referred to the Senior Procurement Officer for resolution.

Reporting line

Senior Procurement Officer

Direct Reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Knowledge of the NSW Procurement Framework, procurement governance and procurement policies.
- Relevant work experience in procurement, project management or a related area.

Essential requirements

Current driver's licence and preparedness to drive a vehicle 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](#) 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
 <p>Personal Attributes</p>	<p>Act with Integrity Be ethical and professional, and uphold and promote the public sector values</p>	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Ensure that others are aware of and understand the legislation and policy framework within which they operate • Act to prevent and report misconduct and illegal and inappropriate behaviour 	Adept
 <p>Relationships</p>	<p>Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> • 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
 <p>Relationships</p>	<p>Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts</p>	<ul style="list-style-type: none"> • Negotiate from an informed and credible position • Lead and facilitate productive discussions with staff and stakeholders • Encourage others to talk, share and debate ideas to achieve a consensus • Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes • Influence others with a fair and considered approach and sound arguments 	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> • Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relationships with internal and external stakeholders • Anticipate and minimise conflict 	
 <p>Results</p>	<p>Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes</p>	<ul style="list-style-type: none"> • 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
 <p>Business Enablers</p>	<p>Procurement and Contract Management Understand and apply procurement processes to ensure effective purchasing and contract performance</p>	<ul style="list-style-type: none"> • 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 	Adept


FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
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- Escalate procurement and contract management issues, where required

This role also utilises the Procurement Professionals Capability Set. The capability set is available at www.psc.nsw.gov.au/workforce-management/capability-framework/occupation-specific-capability-sets/procurement-capability-set

Focus Occupation Specific Capabilities

	Capability name	Capability Set	Level
 Procurement	Capability description		
	Supplier Relationship Management	<ul style="list-style-type: none"> • Understand supplier segmentation and determine the appropriate type of supplier relationship needed from straightforward areas of expenditure • Develop appropriate supplier relationships for lower value or lower risk goods and services • Assess impacts on suppliers and work to eliminate areas of unnecessary costs in straightforward categories • Track and monitor benefits through supplier relationships for low risk/spend suppliers and contracts 	2
	Contract Management	<ul style="list-style-type: none"> • Utilise tools and systems to analyse and interpret a wide variety of supplier and performance related information to drive better outcomes through the relationship • Ensure the contracted services are delivered in accordance with the intent of the contract, risks are identified and performance effectively managed • Administer complex contracts such as outsourced arrangements and Joint Ventures • Review and negotiate contract variations and monitor the contract 	3


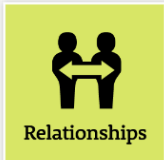
database to ensure contract details are up to date



- Work with internal business partners to define and provide a single face to the supply market, ensure agreements are fully understood and utilised and performance issues are addressed effectively
- Effectively analyse data to assess strategic supplier performance and identify changes/improvements needed to deliver better outcomes

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	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	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	Foundational
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate

 Results	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	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
 Business Enablers	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	Intermediate