

POSITION DESCRIPTION

LAST REVIEWED: January 2019

ROLE TITLE	Senior Contract Management Officer
DEPARTMENT	Corporate Services
REPORTS TO	Director Training Procurement
EMPLOYMENT STATUS	Permanent Full Time
DIRECT REPORTS	Nil
LIAISES WITH EXTERNALLY	Registered Training Organisations; Industry Stakeholders; existing and potential Program Participants; relevant Federal and State Government organisations (e.g. ASQA and DESBT); System providers
ESSENTIAL QUALIFICATIONS AND EXPERIENCE	<ul style="list-style-type: none"> • Minimum of 3 years' experience in managing the implementation, monitoring and evaluation of training and skilling program contract and relationship management. • Previous relevant experience in the vocational education and training (VET) sector
PREFERRED QUALIFICATIONS AND EXPERIENCE	Post-school qualification in a business administration, education and training related field.
PURPOSE OF THE POSITION	To deliver professional, effective and efficient procurement, contract management, relationship management, provider education and compliance audit services that support the activities and operations of CSQ and the delivery of CSQ's programs and policies under the Annual Training Plan.
KNOWLEDGE	<ul style="list-style-type: none"> • Knowledge of VET sector procurement– including contestable, closed and direct negotiation strategies and their application. • Knowledge of the VET sector, the Registered Training Organisation market and their functions, the Australian Quality Training Framework, AVETMISS, Training Packages, accredited and non-accredited courses. • Demonstrated knowledge of contract management processes and lifecycle including procurement, performance monitoring, relationship management, risk assessment, compliance auditing and review. • Knowledge of the programs and services provided by Construction Skills Queensland.
SKILLS	<ul style="list-style-type: none"> • Effective contract management including procurement lifecycle, performance and compliance monitoring, qualitative and quantitative research, evaluation, data analysis, risk assessment practices and reporting. • High level communication skills, including the ability to build and maintain working relationships with contracted parties, resolve conflict and negotiate with external and internal stakeholders, and report and correspondence preparation.

	<ul style="list-style-type: none"> • Demonstrated experience in providing policy and program advice to suppliers and staff through effective stakeholder engagement strategies. • Demonstrated experience in the use of e-based procurement systems, the Microsoft suite of programs, relevant databases and record management systems. • Ability to exercise sound and consistent judgement in decision making.
--	---

ORGANISATION COMPETENCIES - CSQ WAY

TEAM MEMBER

COMPETENCY	ROLE OUTPUTS REQUIRED
Shapes the Future <i>Sets CSQ up for future success</i>	Pro-active in managing self well through change, and remains focused on improving existing work practices and delivering team objectives.
Results Driven <i>Focuses on achieving results both in the long and short term.</i>	Motivates self to effectively work across multiple tasks to execute team objectives.
Leads Self and Others <i>Manages self and others to support a constructive culture</i>	Utilises strengths, and identifies opportunities for self and team improvements in order to deliver CSQ plans in a constructive manner. Works with an open, growth mindset, and adapts to new ways of working.
Customer Focus <i>Carries out activities with the customer in mind.</i>	Delivers high level customer service, and processes tasks in accordance with CSQ processes and systems.
Relationship Builder <i>Builds sustainable professional relationships.</i>	Emotionally intelligent and works towards effective relationships by being reliable and generous with others, and respectful of diversity.

GOALS FOR THE ROLE

KEY ACCOUNTABILITIES
Procurement (including System activity and non-core program responsibilities) <ul style="list-style-type: none"> • Preparation and maintenance of all relevant procurement documentation and associated activity including invitations to offer; evaluation guidelines; evaluation schedules and panels; invitation to offer releases, assessing funding applications, analysing supplier delivery and providing recommendations in relation to the allocation of contracts, variations and extensions. • Development and maintenance of all relevant Training Procurement procedure documents and guidelines.
Provider/Supplier/Stakeholder Education Preparation, scheduling and delivery of relevant educative sessions including: <ul style="list-style-type: none"> • RTO Information Sessions (multiple formats) • RTO and other Suppliers’ contract commencement meetings • RTO and other Suppliers’ “contract / program” focussed education sessions • Internal staff information sessions • RTO Performance Reports
Contract and Supplier Relationship Management

<ul style="list-style-type: none"> • Successfully execute all aspects of Contract Management ensuring program outcomes are delivered in accordance with program contractual requirements including collaboration and assistance in the preparation of Contracts, Schedules and Variations to Contracts. • Deliver effective relationship management skills to provide a professional and efficient point of contact for RTO's and other suppliers in relation to CSQ Service Contracts. • Diplomatically liaise with external (including program participants) and internal clients to resolve contractual issues as required, resulting in a suitable outcome.
<p>Compliance Audit</p> <ul style="list-style-type: none"> • Monitor supplier compliance against CSQ contracts, programs and policies including all tasks associated with conducting performance reviews, compliance audits, reporting on audit outcomes, supplier performance and variations.
<p>Reporting and Record Keeping</p> <ul style="list-style-type: none"> • Assist in the formulation and preparation of reports, advice and interpretation regarding CSQ policies, programs, contractual obligations, performance measures, benchmarking, and risk assessments as they relate to CSQ programs. • Conduct monthly review process to track RTO activity against allocation, highlighting discrepancies. • Maintain physical and electronic records, including the maintenance of procurement processes and database systems.
<p>Contract Training and Related Data</p> <ul style="list-style-type: none"> • Provide backup assistance and support to the Manager Programs and Training Data in the provision of services related to AVETMISS data reporting, validation and processing to provide continuity of service.
<p>General</p> <ul style="list-style-type: none"> • Provide timely feedback and supporting evidence-based input into ATP, program development and evaluations, PDP development and precedent contracts. • Assess, recommend and implement quality improvements in business programs, processes, services and systems. • Develop and maintain accurate and user friendly documentation, process manuals and instructions. • Provide relevant support to other CSQ teams as required. • Undertake other responsibilities, consistent with skills, qualifications and experience, under direction by the Director, Training Procurement.

“A skilled workforce that meets the evolving needs of Queensland’s Building and Construction industry”

I hereby understand the requirements of the position and will fulfil the obligations required of the tasks, responsibilities and needs of the Business.

Employee Name _____ Signature _____ Date _____

Manager Name _____ Signature _____ Date _____

Instruction for staff
<ol style="list-style-type: none"> 1. Read the Position Description carefully. 2. Keep a copy for you to use at work. 3. This is a living, breathing document and may change with the needs of the Business.

Instruction for managers
<ol style="list-style-type: none"> 1. Photocopy the signed copy of the Position Description and give to the Staff Member. 2. Return the original to Human Resources.