



Position description

Coordinator Contracted Services Project & Contract Delivery

Position overview

Reporting to the Manager, Project & Contract Delivery, the Coordinator Contracted Services is responsible for contract management and for leading the Contract Delivery team to plan, coordinate, procure and deliver contract work, programmed work and projects. Our leadership capabilities outline responsibilities for enabling a culture that affirms organisational commitment, taking a coaching approach, being people focused, making an impact through effective influencing and self-awareness to support team members to reach their potential to enhance team performance. Leaders are accountable for embedding practices within management operating framework (MOF) to support Council's strategic vision.

Reporting relationships

Reports to: Manager Project & Contract Delivery
and is responsible for the following direct reports:
Contracts Delivery Officer (multiple positions)
Contracts Administrator (one position)

Other key relationships

Internal
Departmental Managers and other relevant staff
External
Residents and ratepayers
Public Authorities, service providers, state and federal government
Other councils
Contractors, Builders, Consultants, Suppliers
Sporting clubs, hirers and lessees

Leadership

Leadership in all its forms is fundamental to Department and Portfolio success. The Coordinator Contracted Services is expected to:

- Ensure that team members are clear on their roles and responsibilities, they have meaningful work, clear objectives and that learning and development plans are in place that support the delivery of team, department and organisational objectives.
- Develop team members through coaching and mentoring to achieve team outcomes, including contributing to the performance conversations through the Individual Performance Planning (IPP) with team members and their corporate leader.
- Communicate the organisational Purpose and Vision within the teams, and ensure that all teams understand how their roles contribute.
- Lead the recruitment and onboarding process in accordance with procedures, including undertaking review of resources.
- Contribute to the development and enhancement of Project & Contract Delivery team culture.

Key outcomes *(review and add any outcomes specific to the role)*

- Manage the delivery of contracts utilising Council's contract management and project management frameworks and other relevant policies, procedures and practices ensuring that contract work, programmed work and project outcomes are clearly defined and delivered.
- Apply contract management, project management and team leadership / oversight to ensure all contract, programmed and project work is delivered on time and in budget.
- Manage a consolidated program of all Contract Delivery team contracts, programs and projects.
- Manage and monitor risks associated with contracted services, including those that may be unique or complex or that have little precedence or pose significant risks. Undertake and facilitate risk assessments to identify risks and plan and implement appropriate strategies to mitigate risk and report to management.
- Engage stakeholders through meetings, workshops, forums and prepare agendas, plans, minutes and reports including regular reporting to management for effective delivery and to ensure scope is accepted by all parties.

- Monitor and manage contractor performance against set criteria and contract management procedures and principles. Regularly review criteria for compliance obligations, to delivery improved community outcomes, achieve better value for money and reduce risk.
- Act as Superintendent and Superintendents Representative for contracts.
- Work collaboratively with the Technical and Engineering Services team to obtain all necessary consents for works to be undertaken (heritage, development approval, building rules consent, utilities, etc).
- Collaborate and liaise with engineering, design and technical teams and consultants (including reading and understanding complex technical specifications, drawings and project documents) to write content and prepare request for quote and request for tender documents.
- Undertake procurement in line with Council's procurement policies and practices and prepare contracts and contract documents, including executing contracts.
- Work collaboratively with others to deliver services and identify and implement improvements to work practices with a strong focus on environmental sustainability, Disabled Discrimination Act compliance and initiatives as well as safety and community expectations.
- Implement effective strategies, plans, systems, policies and practices/procedures within all reporting teams (adopting corporate systems where available).
- Develop and implement a rigorous completion and operational handover regime for all works.
- Holistically review contract work, program work and projects and collaborate with other departments to connect City Operations work to long-term and whole of site approaches to achieve Council's strategic objectives.
- Demonstrate our values and behaviours when interacting with others and in delivering the outcomes of this role, including the provision of a positive and efficient customer experience.
- Proactively drive the delivery of the annual business plan, 90 day plans and IPPs to enable effective delivery of organisational strategic plan objectives.
- Drive a continuous improvement culture by working collaboratively with the team and other internal stakeholders to improve work practices and procedures, including regularly reviewing resources and processes to ensure maximum efficiencies are obtained.
- Contribute and monitor budget and resources to ensure delivery of contracts, programs and projects, including providing regular reports and updates to the corporate leader.
- Comply with all relevant organisational codes, policies, procedures, guidelines and standards, and with the requirements of the appropriate legislation.

Safety, wellbeing & injury management key outcomes

- Lead a positive WHS culture where safety is everyone's priority.
- Understanding personal and organisational safety, wellbeing and injury management accountabilities, through the demonstration of support for our safety, wellbeing and injury management practices, processes and Work Health, Safety and Return to Work Policy.
- Understanding the nature of the operations of the Team, and of the hazards and risks associated with those operations. Including ensuring processes are in place for complying with any organisational duties or obligations under the WHS Act.
- Develop, implement and monitor health and safety policies and procedures within the Team through a consultative and collaborative process.
- Using appropriate resources and processes to eliminate or minimise risks to health and safety from work carried out, including allocation of resources to monitor compliance and any associated training requirements.
- Minimising the risk of harm to team members through ensure appropriate processes identification, assessment and control of all reasonably foreseeable hazards and risks incidents are timely addressed and actioned.

Role specific conditions

This role requires the following conditions:

- Occasional out of hours work may be required including attendance at Council, Committee and Public meetings.

Qualifications (or demonstrated equivalent experience)

- Degree in Project Management, Construction Management, Architecture, Engineering, Law, Commerce, Business, Procurement, Quantity Surveying, Facility Management, or in a related discipline/field.
- White card (or willingness to obtain on commencement)
- South Australian Class C Driver's Licence

Skills & capabilities

Ability to demonstrate:

- Strong leadership skills with a focus on mentoring, coaching, establishing and monitoring outcomes to empower the team to achieve goals.
- Comprehensive contract and contract management acumen and strong negotiation and stakeholder skills.
- Comprehensive financial acumen, including making expenditure decisions within budget limits.
- Comprehensive planning, allocation and management of resources, financial, human and plant/equipment to achieve outcomes.
- Holistic and forward-thinking planning, with the ability to organise and prioritise both your individual workload, and your teams' workload to deliver on time. High level planning and prioritising skills to meet competing deadlines.
- Comprehensive initiative and judgement in applying established procedures and skills in establishing a work schedule, including providing recommendations to the corporate leader.
- Innovative/analytical thinking and a practical approach to problem solving without direction.
- Using sound initiative and judgement to problem solve complex matters without direction.
- Using data and information to make evidence-based decisions to improve team performance and outcomes.
- Contributing to the interpretation of matters where there is no clearly established practices and procedures.
- Effective communication skills that fosters positive working relationships both internally and externally.
- Comprehensive contract management and project management acumen.
- Competent IT skills that enable the use of corporate systems in the day to day work activities.
- Personal integrity and ethics aligned to our Corporate Values.

Experience & knowledge

Considerable experience in:

- Leading a small team.
- Applying sound contract management and project management acumen and managing multiple contracts, programmed works and projects concurrently, which vary in scale, complexity and are at different phases.
- Managing and updating an overall program containing a high number of contracts >60 and providing regular status updates to management.
- Contract management across a wide variety of contracts, programmed works and projects, including but not limited to facilities management, civil, open space, arboriculture, cemeteries, environmental management, fencing, outdoor furniture, compliance, cleaning, security, pest control etc.
- Developing and successfully implementing contract and project management plans, including risk assessment.
- Engagement and management of a wide variety of stakeholders including internal and external bodies.
- Coordinating, organising and writing content for request for quote and request for tender documents.
- Reading and understanding complex technical drawings, specifications and documents.
- Negotiation.
- Meeting contract obligations and addressing issues that could impact delivery and outcomes.
- Complex problem solving and decision making.

Sound knowledge of:

- Work health safety requirements as it relates to the position, including risk assessments, safe operating procedures, etc
- Recruitment and selection practices, including onboarding and probation requirements.
- Continuous improvement principles that enable improved work practices.
- Customer service principles that supports the organisation in meeting its agreed service levels.
- Fair Treatment, WHS and other relevant legislation as it relates to the position.
- Procurement principles as it relates to the position.