



## Contracts Support Officer

**Section:** Capital Works

**Salary point:** 12

**Position number:** PSC1279

**Last updated:** January 2025

## Position objectives

To provide high level support and administer the contractual and procurement systems, project processes and prepare project specific documentation for the Civil Projects & RMCC Team.

## PSC values



**Respect:** Creating a unique, open and trusting environment

**Integrity:** Being honest and taking responsibility for our actions

**Teamwork:** Working together as one Council to support each other

**Excellence:** Improving the way we work, to meet future challenges

**Safety:** Providing a safety focused workplace culture

## Key responsibilities

- Coordinate the preparation and distribution of documentation required for the delivery of asset maintenance and construction activities
- Ensure Council's project documentation is in line with councils integrated risk and environmental management systems and relevant legislation, industry specifications and best practice
- Develop and maintain document control systems which provide efficient record keeping, transparency and traceability
- Maintain and review operational contracts, procurement and purchasing with relevant stakeholders
- Ensure council contracts, procurement and purchasing are in line with legislative requirements and internal procedures
- Undertake efficient cost tracking and control practices to assist in the delivery of projects within budget constraints.

- Identify and initiate process improvement
- Positive customer engagement in the resolution of service issues

## Key accountabilities

- Provide professional support and administrative coordination for the successful delivery of construction and maintenance activities
- Work in collaboration with management teams, internal and external stakeholders, suppliers and customers to deliver project outcomes
- Execute effective decision-making without reference to higher levels

## Extent of authority

Tasks are performed under the general direction of the Team Leader and decisions are generally made within the scope of established procedures and guidelines.

The role is authorised to:

- Resolve administrative problems independently or as a team without reference to higher levels
- Provide advice to internal and external stakeholders
- Provide customer service and direct communication to management, staff and external stakeholders

## Judgement and decision making

The role is required to:

- Implement organisation wide policies and procedures
- Understand operational practice and particular subject matter
- Undertake detailed analysis of data to identify opportunities for improvement, develop solutions and act independently to address problems
- Resolve changing customer and client needs

## Skills, knowledge and capacity

### Organisational

- Demonstrated commitment to a customer service culture and delivery of quality service
- Understanding of the Australian Business Excellence philosophy
- Conduct that demonstrates to others Council's commitment to Respect, Integrity, Teamwork, Excellence and Safety

### Interpersonal

- Strong communication skills which allow for the effective resolution of operational, technical and customer service based issues
- Ability to work in a high performing team, with a commitment to leadership and collaboration
- Demonstrated problem solving, critical thinking and decision making skills

- Demonstrated commitment to lifelong learning and continuous improvement

**Qualifications and experience**

- Tertiary qualification in a relevant field and/or several years vocational experience
- Sound understanding of the project management principles and how they are applied in the civil construction environment
- Developed computer skills, including a developed ability in the use of the Microsoft Office Suite, asset management databases and corporate systems, including Authority
- Demonstrated ability to perform work with a high level of accuracy and attention to detail
- Knowledge of contracts, procurement and purchasing processes and relevant legislation
- Demonstrated time management skills, with the ability to manage multiple tasks

**Capability Framework level: Adept**

Personal attributes	Relationships	Results	Resources
<ul style="list-style-type: none"> <li>• Manage self</li> <li>• Displays resilience and adaptability</li> <li>• Act with integrity</li> <li>• Demonstrate accountability</li> </ul>	<ul style="list-style-type: none"> <li>• Communicate and engage</li> <li>• Community and customer focus</li> <li>• Work collaboratively</li> <li>• Influence and negotiate</li> </ul>	<ul style="list-style-type: none"> <li>• Plan and prioritise</li> <li>• Think and solve problems</li> <li>• Create and innovate</li> <li>• Deliver results</li> </ul>	<ul style="list-style-type: none"> <li>• Finance</li> <li>• Assets and tools</li> <li>• Technology and information</li> <li>• Procurement and contracts</li> </ul>

**Position description approval**

Employee  Date