

Position Description

Contract Coordinator (Branch Partner)

Branch	Organisational Excellence
Award	Social, Community, Home Care and Disability Services Award (SCHCADS) – Grade 5
Reports to	Senior Manager, Relationship and Contract Management
Supervisory responsibilities	Nil
Budget Management	Nil
Probationary period	6 months from date of appointment
Position description created	June 2020
Approved by	Senior Manager – People and Culture
Review date	June 2021

Our Values

Integrity Acting fairly, honestly, openly and consistently.

Inclusion Valuing diversity, connection, belonging and social justice for all.

Learning Improving our knowledge and understanding.

In all our connections with staff, stakeholders and participants we acknowledge and recognise resilience, and we focus on potential and capacities, not on limitations or shortcomings.

Position Purpose

The Organisational Excellence Branch leads the organisational performance, practice excellence (including learning and development), customer experience, quality and compliance, and relationship and contract management functions to support the achievement of organisational strategic priorities, supporting service delivery excellence underpinned by a culture of collaboration and practice excellence.

The Organisational Excellence Branch has a core focus on relationship management as the first point of participant contact, organisational administration and management of contracts.

The Contract Coordinator (Branch Partner) works with the Quality and Compliance Team, the Practice Excellence Team and Social Futures' managers and service delivery branches to facilitate a consistent approach to contract management, monitoring and evaluation systems and processes across the organisation, that ensures high quality service provision and improves organisational efficiency and outcomes.

Key Accountabilities

- Support delivery, monitoring and evaluation of funding contracts across the Social Futures footprint, including internal and subcontractor performance and compliance with related service agreements
- Develop and maintain strong collaborative working relationships with key stakeholders to facilitate program and organisational objectives
- Support a culture of contracting for performance, including contract evaluations, quality improvement recommendations and leveraging information across multiple programs/contracts for insights and decision making
- Implement and maintain effective systems to identify, monitor and respond to performance, risk, quality and compliance issues
- Support staff in contracting management systems and processes
- Support the implementation of policies and procedures that support the relationship and contract management functions, ensuring they are current and respond to changes in legislation and other requirements
- Represent Social Futures in a manner which reflects the principles of the Social Futures' Practice Framework and the organisation's values

Key challenges

Challenges regularly encountered in the position which describe the complexities the position is expected to manage

- Maintaining a high standard of customer service at all times in a complex and dynamic environment involving competing priorities
- Collaborating positively with stakeholders to continually improve high quality program delivery
- Influencing internal stakeholders to build a performance culture of organisational contract management and governance

Key relationships

The key stakeholders and customers the position is expected to interact with routinely

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> Identify emerging issues / risks and their implications and propose solutions. Escalate issues, make suggestions and provide updates. Report on performance against agreed measures Contribute to the team's achievement of its key performance indicators
Executive Managers, Managers and Staff	<ul style="list-style-type: none"> Collaborate and consult to identify service delivery priorities and issues. Enhance in service design and evaluation to continually improve operations and service delivery models and solutions
Social Futures branches	<ul style="list-style-type: none"> Collaborate and share information to enhance organisational consistency and improve decision making
External	
Funding agencies, delivery partners, community and government	<ul style="list-style-type: none"> Facilitate relationships and collaborative networks to share ideas and learnings, maintain currency of issues and leverage intelligence

Capabilities

Capabilities are the knowledge, skills and abilities required by Social Futures employees to perform their roles efficiently and effectively

Below is the full list of capabilities, and the level required, from the Social Futures Capability Framework. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities

Capability Group	Capability Name	Level
Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Intermediate
	Value Diversity	Intermediate
Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
Deliver Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Adept
Business Enablers	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Adept

Focus capabilities

Capabilities which position incumbents must demonstrate immediate competence. Behavioural indicators should be reviewed in conjunction with the position's key accountabilities.

Group	Level	Behavioural Indicator
Personal Attributes Act with Integrity	Adept	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> • Encourage a culture of recognising the value of collaboration • Build co-operation and overcome barriers to information sharing and communication across teams/units • Share lessons learned across teams/units • Identify opportunities to work collaboratively with other teams/ units to solve issues and develop better processes and approaches to work
Deliver Results Demonstrate Accountability	Adept	<ul style="list-style-type: none"> • Assess work outcomes and identify and share learnings to inform future actions • Ensure that actions of self and others are focused on achieving organisational outcomes • Exercise delegations responsibly • Understand and apply high standards of financial probity with public monies and other resources • Identify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and others • Conduct and report on quality control audits • Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> • Prepare clear project proposals and define scope and goals in measurable terms • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Prepare accurate estimates of costs and resources required for more complex projects • Communicate the project strategy and its expected benefits to others • Monitor the completion of project milestones against goals and initiate amendments where necessary • Evaluate progress and identify improvements to inform future projects

Selection Criteria

Comprises Essential Requirements and Knowledge, Skills and Abilities derived from the focus capabilities

- Tertiary qualifications or experience relevant in a relevant discipline e.g. Business, Law, Social Science or related field
- Demonstrated experience in implementing contractual requirements including monitoring and reporting
- Demonstrated ability to implement, evaluate and improve relationship and contract management systems and processes
- Demonstrated ability to maintain compliance, quality, risk and project management systems and processes and monitor and report on these
- Highly developed consultation, stakeholder engagement, negotiation and liaison skills that ensures cooperation, accountability and continuous improvement in a whole of organisation approach

All positions will require current National Police and Working with Children Checks as a condition of employment.

Inherent Requirements

Physical and psychological work environment characteristics that are inherent requirements of the position

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities	Daily
	Work in a team environment	Daily
	Work in different geographic locations	Occasional
	Be exposed to all outdoor weather conditions	Rare
	Work office hours with the possibility of extended hours	Occasional
	Work in an open plan office	Frequently
	Work in buildings which may have multiple stories	Daily
	Reasonably high levels of mobile phone use	Daily
	Sit at a computer or in meetings for extended periods	Daily
People Contact	Liaise with our team members	Frequently
	Liaise with government, non-government, businesses, and other community organisations	Daily
	Liaise with clients/customers	Frequently
Administrative Tasks	Undertake administrative tasks, which include computer work, data entry, participating in meetings and sitting and concentrating for long periods of time	Daily
	Use technology including photocopier, mobiles, projectors, video conferencing, electronic whiteboards	Frequently
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions	Occasional
	Use public transport including trains, buses, air travel and taxis	Occasional

Where possible Social Futures will make reasonable adjustments to enable individuals with disabilities to perform the inherent requirements of their position.

Position Evaluation

For People and Culture Team Use Only. All Social Futures positions are evaluated using a Position Evaluation System to determine position classification and salary.

Element		
1	Planning of operations, projects, services or activities typically required of the position	Level D - Planning is necessary to coordinate activities and resources affecting the work area or other positions over the next month
2	Freedom of the position to act (autonomy)	Level C– Decisions will either be guided by practices, procedures and precedent or will be made in consultation with the supervisor/overseer/team leader
3	Methods of analysis commonly used to solve problems and the level of innovation and creative thinking in the job	Level D – Problems are solved by examination and analysis of a range of options derived from readily obtained sources and the selection of the best alternative
4	The level of verbal communication skills required of the position	Level C - Respond to complex enquiries that require detailed and careful explanation
5	The level of written communication skills required of the position	Level D – Write correspondence and standard reports and submissions that require original content, wording, sentence and paragraph construction
6	Risk Consequence	Level E – Catastrophic
7	Minimum level of practical experience required of the position in addition to required qualifications	Level C – 2 years up to 3 years
8	Leadership and work coordination skills required of the position	Level C – Leadership and organisational skills are required to develop and control a work area or project involving frequent contact with other staff to resolve minor problems
9	Number of employees for whom the position is accountable	Level A – The position is not accountable for employees
10	Annual value and complexity of expenditure and accountability for budget implications required of the position	Level A1