

IT Contract Management Officer

IT Operations

Position details

Classification	DHAL6
Business area	Business Solutions & Technology
Supervisor	Technology Group Business Manager
Location	Head Office, Gungahlin
Position status	Full Time
Security clearance	Baseline

OUR ORGANISATION

Do you want a role supporting our defence personnel? Defence Housing Australia is a Government Business Enterprise providing housing and related services to Australia's defence personnel and their families. Our housing portfolio at approximately 17,000 properties is one of Australia's largest, and our properties are located in all states and territories.

We take pride in serving those who protect Australia and our way of life. We are a motivated and professional organisation, welcoming people from diverse backgrounds with both private and public sector experience. We strive to continually look for innovative ways to improve and deliver services to best meet the needs of our customers. We are committed to creating vibrant and healthy workplaces and encourage you to embrace our purpose and join our team. Together we are building an inclusive culture that encourages and supports equal opportunity and celebrates the diverse voices of our employees and the communities we operate in.

ABOUT YOUR TEAM

This position reports to the Technology Group Business Manager within the Business Solutions and Technology (BS&T) group. BS&T provide technology and solutions across business analysis, architecture and integration, software development, software provision and support, data provisioning and reporting, telephony and networks, technical support, infrastructure and cyber security. We partner with the business to deliver a suite of initiatives that provide efficiencies to the broader organisation.

YOUR CONTRIBUTION

In this role, you will be responsible for facilitating contract management within a framework that meets statutory, accountability and reporting requirements. You will provide guidance and support on the management of operational BS&T contracts including meeting with vendors and ensuring alignment to SLA and other contractual requirements

You will perform a range of duties including, but not limited to:

- Establishing IT contracts and Contract Management Plans (CMP) to ensure alignment to DHA's contract management framework and strategic objectives.

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- Maintaining the IT Contract Register and CMPs to ensure contracts are actively monitored and managed.
- Composing, developing and maintaining up to date contract management documentation, procedures, data and records.
- Contributing and providing support to contract development, in collaboration with stakeholders from a contract administration and management perspective.
- Working with the IT Procurement Officer, reviewing T&Cs for Contingent Liability Triggers under the AAls and undertaking risk assessments where required.
- Coordinating with contract managers and stakeholders to report on contractor performance and perform health checks on active agreements every six months or on an agreed cadence.
- Providing professional and strategic leadership to deliver effective contract management support to the BS&T group, whilst building and enhancing the capability of the team.
- Developing and managing complex relationships with a variety of business areas and external vendors, ensuring collaboration to achieve outcomes, this includes management of vendor performance, contractual issues, variations, and termination as required.

WHAT WE ARE LOOKING FOR

Appointments in the Australian Public Service are merit-based. We will make an assessment of your suitability by looking at what you have done previously – the knowledge, skills and experience you have built, your potential for development, and your personal qualities.

To be successful in this role, you will have expertise with government procurement and contract management processes, be flexible in your approach and able to adapt to a rapidly changing environment.

Our ideal candidate will have:

- Experience in, or a working knowledge of government ICT procurement and contract management practices including managing vendor relationships with respect to contract provisions.
- Working knowledge of the PGPA Act, broader Commonwealth Procurement Rules and policies, and complex contract management.
- Experience in managing and administering contracts and sourcing arrangements for ICT, in line with legislative and agency policy requirements.
- Proven ability to gather and analyse complex information to inform stakeholders.
- Highly developed interpersonal and negotiation skills with demonstrated experience providing excellent customer service, addressing contract issues and ability to work effectively with internal and external stakeholders.
- Demonstrated ability to manage competing priorities, demands and deadlines, and using initiative to plan accordingly.
- Flexibility and pragmatism in working within the current tools and processes, as well as contributing to the design of new ways of working.
- Highly developed organisational, administrative and communication skills, and a demonstrated ability to work autonomously under limited direction to deliver quality outcomes.
- Relevant qualifications and/or industry certification and experience would be considered advantageous i.e. Diploma of Government and/or Certificate IV in Government (Procurement and Contracting) or equivalent.

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CONDITIONS AND BENEFITS OF THE ROLE

This is a full-time position. DHA's core business hours are between 8.30am and 5.00pm Monday to Friday. DHA operates under flexible working hours and staff may be required to work outside core business hours at times.

Your employment experience with DHA will include work-life balance and flexible working options, competitive salary and benefits (including 15.4% superannuation contributions by DHA), generous leave entitlements, career progression opportunities and a diverse range of interesting projects in a high performing and collaborative work environment.

HOW TO APPLY

Considering the information above, please use 500 words to detail how your skills, experience and knowledge are relevant to the role and describe the contribution you can make to DHA. This will give us an idea of your writing and comprehension ability, as well as your understanding of the role.

Please refer to the **Australian Public Service Commission's Cracking the Code** for additional assistance with your application.