MW ROLE MANDATE - Technical Leader

Position	**Lead Contracts Manager**	**Reports to**	**Manager Contracts**			**Group**	**3**
Division	**Service Delivery**	**Span of Control**	**Direct Reports:**	0	Indirect Reports: 0	**Grade**	**16**

Role Purpose

This role exists to manage high risk contracts for Service Delivery by implementing consistent and standardised contract management practices to ensure that we are driving compliance and performance across Service Delivery contracts adhering to MW's procurement policy and procedures. The role must ensure the facilitation, coordination and delivery of efficient contract management through strong engagement with Melbourne Water's procurement team, delivery teams, maintenance service providers and all other contractors.

Measures of success

Time focus: *(see detail over page)*

5% Influencer 5% Strategist
45% Contributor 45% Driver

Key Individual Accountabilities

Contract Management:

- Ensure effective commercial, performance and relationship management of contracts while working with key Melbourne Water stakeholders to ensure Melbourne Water fulfils its contractual and statutory obligations
- Ensure activities and obligations required under each of the respective Contracts are being undertaken to the required performance standards, quality and cost
- Development of Contract Management Plans
- Identify, assess and manage contractual risks within contracts managed. Ensure appropriate corrective actions are identified and implemented if contract parameters are not being achieved
- Manage end of contract activities including contact extensions, variations, supporting tender activities, off-boarding and knowledge transfer
- Engage with operational teams around opportunities to convert services to contracts, as appropriate
- Maintain contractual data in the contract management system
- Provide regular reporting to contract owner and relevant stakeholders on supplier performance including financials
- Assess complex service provider's claims, invoices and variations and prepare recommendations in consultation with relevant stakeholders

Contractor and Supplier Management:

- Ensure best practice contract management techniques and processes are implemented, whilst driving opportunities for innovation, standardisation and continuous improvement.
- Development of a productive and professional relationship between the Service Provider(s) and/or suppliers and Melbourne Water with continuous improvement at its heart. Provide a high level of expertise and support to internal customers within the business to engage contracted service providers with good governance
- Manage performance of contractors and reporting requirements in relation to government policies such as the Local Jobs First Policy, Social Procurement Framework, Modern Slavery, Sustainability and the Building Equality Policy.
- Undertake contract governance/assurance activities

- Taking care of own and colleagues Health and Safety through identification and reporting of hazards and active involvement in improvement initiatives.

Qualifications & Experience

- Tertiary degree in Commerce or similar relevant field.
- Previous experience and expertise within a contracts and governance role is essential.
- Technical leadership and guidance in relation to commercial management.
- Strong financial and commercial acumen skills to control, budget and forecast expenditure.
- Demonstrated ability to build and maintain strong relationships and partnerships both within and outside the business.
- Experience with contract management in operational environments is preferred
- A demonstrated ability to identify and implement initiatives that generate safer workplaces for Melbourne Water personnel and contractors.

Key shared accountabilities

Technical capability

Melbourne Water

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- **Our People:** *Engagement Scores, NNWW, role model MW values & behaviours*
- **Financial Sustainability:** *Overall MW Budget and Business plan (where applicable)*
- **Customer and Community:** *Divisions internal NPS score as a service; Overall MW Customer Satisfaction and Reputation Scores (where applicable)*
- **Safety Leadership:** *Safety Scores from C&E survey*
- **Vision and Purpose:** *Communicates and inspires a shared Team vision and strategic direction*
- **Risk:** *Ensures proactive oversight, governance and assessment of risk management consistent with the Risk Management framework.*

Decision Rights – owns	Decision Rights - influences
• Approval of financial expenditure (within delegated authority) • Regulator responses and management	• Embedding a Safety culture across the organisation

- Highly developed contract management and commercial skills.
- Knowledge of procurement standards, legislation and regulatory authorities.
- Expertise in complex contract negotiations and resolving of contractual issues
- Ability to build and maintain constructive relationships with key service providers and contractors.
- Well-developed written, analytical and communication skills.
- Competency in probity and risk management.

Time Focus			
Influencer	**Strategist**	**Contributor**	**Driver**
• Influence change across your team and organisation to accelerate strategy execution, mind-set change and accountability • Build strategic internal and external relationships i.e. across business and relevant external markets (peers, customers, partners, govt.) • Ensure Board confidence in division • Support General Manager/Chief/Head of	• Position your business and the enterprise for the future • Use foresight thinking for innovation. Bring business knowledge, continuous improvement and insight to create distinctive value • Have a point of view on strategic business issues and challenges • Take action to maximise opportunities created by the changing business environment, for the business • Act to support the overall strategy – commercial, market, customer and people – while managing the impact on own team	• Leading, coaching and inspiring • Recruiting the right talent to ensure strategy execution • Engaged teams	• Focus on efficient operation of business, ensuring risk, compliance and customer outcomes are delivered • Driving operational effectiveness, process improvement, achieving budget targets, and ensure consistent audit outcomes

Melbourne Water