# GSP logoRole Description

# Contract Manager

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| **Role Description Fields** | **Details** |
| **Cluster** | **Planning ,Housing and Infrastructure** |
| **Department/Agency** | **Department of Planning, Housing and Infrastructure** |
| **Division/Branch/Unit** | **Crown Lands and Public Spaces / Greater Sydney Parklands / Operations, Visitors Sport** |
| **Role number** | **TBC** |
| **Classification/Grade/Band** | **Clerk Grade 9/10** |
| **ANZSCO Code** | **139999** |
| **PCAT Code** | **1129192** |
| **Date of Approval** |  **September 2024** |
| **Agency Website** | **https://www.nsw.gov.au/departments-and-agencies/department-of-planning-housing-and-infrastructure** |

## Agency overview

The Department of Planning, Housing and Infrastructure (DPHI) improves the livability and prosperity of NSW. To achieve this, we:

* create vibrant, productive spaces and precincts;
* manage lands, assets and property effectively; and
* deliver affordable and diverse housing.

We strive to be a high performing, world class public service organisation that celebrates and reflects the full diversity of the community we serve and builds the cultural capability of our department to improve outcomes with, and for, Aboriginal people, communities and entities.

Greater Sydney Parklands is a NSW government city-wide agency created to become Sydney’s leading urban parks advocate. In partnership with communities, state and federal government agencies, and local councils, it will plan for and expand great open spaces and parklands and champion the NSW Government’s new 50 Year Vision for Sydney’s Open Space and Parklands.

Greater Sydney Parklands currently brings together in a combined administration three independent Parks agencies and Trusts: the Centennial Park and Moore Park Trust, Parramatta Park Trust, and Western Sydney Parklands Trust, as well as the parklands of Callan Park and Fernhill Estate.

## Primary purpose of the role

This role is responsible for the compliance of service delivery of assigned parks and sites through the management of contracts and their requirements, operations management and infrastructure maintenance to support the effective operations and maintenance of programs to meet agency objectives and statutory obligations.

**Key accountabilities**

* Lead the implementation of major operational asset, infrastructure and landscape maintenance contracts including consultation, negotiation, documentation, execution and performance management for park management and maintenance services in accordance with Trust and NSW procurement guidelines.
* Oversee operations and infrastructure maintenance at the assigned sites to ensure that all works and services are delivered efficiently and in accordance with specifications, contractual obligations, and all relevant Commonwealth and State Legislation, and Trust policies.
* Undertake comprehensive contract performance monitoring and provide analysis and reporting against operation deliverables in the pursuit of operational excellence.
* Provide sound advice, insights and recommendations to contribute to the preparation and coordination of the Asset Management Strategy, annual Capital Works Program and Five-Year Operational Plan.
* Design, develop and implement systems and processes for workplace health and safety and risk and safety management to ensure parklands assets and infrastructure are safe, efficient and environmentally sustainable in accordance with all relevant legislation, policies and procedures.
* Contribute to the ongoing development and maintenance of asset management strategies, registers and systems and input to business wide asset management planning.
* Contribute to strategic planning and responses in areas such as risk, public liability, Work Health & Safety, incident, business continuity and disaster planning and provide support during critical events.

## Key challenges

* Managing diverse operational and infrastructure management contracts for a rapidly growing asset base, ensuring that strategies are scalable, sustainable and provide services that support the natural and cultural heritage and recreational values across the parks.
* Achieving project deadlines and milestones to the required standards and within budget, given the need to simultaneously coordinate and deliver multiple programs which may be complex and interconnected.
* Developing and managing effective working relationships with a diverse range of internal and external stakeholders to ensure that routine operations are delivered with a customer centric approach.

## Key relationships

**Internal**

| Who | Why |
| --- | --- |
| Senior Manager | * Receive broad guidance and professional support, provide specialist advice, provide regular updates and reports on issues / activities, escalate contentious issues and exchange information
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| Work Team /GSP agency staff / Cross functional teams  | * Work collaboratively to optimise business outcomes and ensure high quality visitor experience and safety
* Coordinate and cooperate on cross-unit issues relating to all business operational needs
* Foster effective working relationships to facilitate opportunities for engagement, consultation, issue resolution and information sharing.
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**External**

| Who | Why |
| --- | --- |
| Key Stakeholders / Community Partnerships / Government Agencies and Departments | * Exchange specialist knowledge/advice
* Negotiate and liaise to enable the timely delivery of business initiatives
* Develop and manage effective working relationships in order to deliver program strategies and promote the parks profile within the community
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| Suppliers of Goods and Services | * Manage contracts and monitor provision of service, ensure contractual obligations and service standards are met
* Establish and maintain strong relationships with service providers
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## Role dimensions

### Decision making

The role has a high level of autonomy and is accountable for the delivery of work programs and projects. The role makes day-to-day decisions relating to work priorities and workload management, for themselves and any staff / contract staff supervised and is accountable for the delivery of assigned projects to meet required quality, delivery and business outcomes. Within the context of the agreed work plan and delegated authority, and in consultation with the Senior Manager, the role makes decisions and recommends strategies to resolve complex issues.

### Reporting line

Senior Manager Operations.

### Direct reports

Up to 4 direct reports.

### Budget/Expenditure

This role is accountable for expenditure within delegations for a range of contracted services of annual value up to $8M, in accordance with approved annual and five-year forward budgets and will collaborate on budget and revenue planning.

## **Key knowledge and experience**

* Demonstrated experience leading with large scale contract management services
* Demonstrated experience in delivering asset management and/or operational programs and asset strategy implementation
* Demonstrated experience in project delivery involving procurement, tendering and contract preparation

## **Essential requirements**

* Tertiary qualifications in park, recreation, landscape, asset, property management or related discipline and/or relevant professional experience
* Ability to be contacted and work outside normal bandwidth hours and on weekends if required.
* Current Driver’s license and the ability to travel to attend work at any site within the GSP portfolio as directed.

## Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-capability-framework) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into focus capabilities and complementary capabilities

## Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

## Focus capabilities

| **Capability group/sets** | **Capability name** | **Behavioural indicators** | **Level** |
| --- | --- | --- | --- |
| personal-attributes | **Display Resilience and Courage**Be open and honest, prepared to express your views, and willing to accept and commit to change | Be flexible, show initiative and respond quickly when situations changeGive frank and honest feedback and adviceListen when ideas are challenged, seek to understand the nature of the comment and respond appropriatelyRaise and work through challenging issues and seek alternativesRemain composed and calm under pressure and in challenging situations | Adept |
| relationships | **Communicate Effectively**Communicate clearly, actively listen to others, and respond with understanding and respect | Tailor communication to diverse audiencesClearly explain complex concepts and arguments to individuals and groupsCreate opportunities for others to be heard, listen attentively and encourage them to express their viewsShare information across teams and units to enable informed decision makingWrite fluently in plain English and in a range of styles and formatsUse contemporary communication channels to share information, engage and interact with diverse audiences | Adept |
| relationships | **Influence and Negotiate**Gain consensus and commitment from others, and resolve issues and conflicts | Negotiate from an informed and credible positionLead and facilitate productive discussions with staff and stakeholdersEncourage others to talk, share and debate ideas to achieve a consensusRecognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomesInfluence others with a fair and considered approach and sound argumentsShow sensitivity and understanding in resolving conflicts and differencesManage challenging relationships with internal and external stakeholdersAnticipate and minimise conflict | Adept |
| results | **Think and Solve Problems**Think, analyse and consider the broader context to develop practical solutions | Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidenceAnticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experienceApply creative-thinking techniques to generate new ideas and options to address issues and improve the user experienceSeek contributions and ideas from people with diverse backgrounds and experienceParticipate in and contribute to team or unit initiatives to resolve common issues or barriers to effectivenessIdentify and share business process improvements to enhance effectiveness | Adept |
| results | **Demonstrate Accountability**Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Assess work outcomes and identify and share learnings to inform future actionsEnsure that own actions and those of others are focused on achieving organisational outcomesExercise delegations responsiblyUnderstand and apply high standards of financial probity with public monies and other resourcesIdentify and implement safe work practices, taking a systematic risk management approach to ensure own and others’ health and safetyConduct and report on quality control auditsIdentify risks to successfully achieving goals, and take appropriate steps to mitigate those risks | Adept |
| business-enablers | **Procurement and Contract Management**Understand and apply procurement processes to ensure effective purchasing and contract performance | Apply legal, policy and organisational guidelines and procedures relating to procurement and contract managementDevelop well-written, well-structured procurement documentation that clearly sets out the business requirementsMonitor procurement and contract management processes to ensure they are open, transparent and competitiveBe aware of procurement and contract management risks, and actions to manage or mitigate risk in monitoring contract performanceEvaluate tenders and select providers in an objective and rigorous way, in line with established guidelines and principlesEscalate procurement and contract management issues, where required | Adept |
| people-management | **Manage and Develop People**Engage and motivate staff, and develop capability and potential in others | Collaborate to set clear performance standards and deadlines in line with established performance development frameworksLook for ways to develop team capability and recognise and develop individual potentialBe constructive and build on strengths by giving timely and actionable feedbackIdentify and act on opportunities to provide coaching and mentoringRecognise performance issues that need to be addressed and work towards resolving issuesEffectively support and manage team members who are working flexibly and in various locationsCreate a safe environment where team members’ diverse backgrounds and cultures are considered and respectedConsider feedback on own management style and reflect on potential areas to improve | Adept |

## Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as ‘not essential’ for this role are not relevant for recruitment purposes however may be relevant for future career development.

| **Capability group/sets** | **Capability name** | **Description** | **Level** |
| --- | --- | --- | --- |
| personal-attributes | Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Intermediate |
| personal-attributes | Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Intermediate |
| personal-attributes | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| relationships | Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Intermediate |
| relationships | Work Collaboratively | Collaborate with others and value their contribution | Intermediate |
| results | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Intermediate |
| results | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Adept |
| business-enablers | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Adept |
| business-enablers | Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |
| business-enablers | Project Management | Understand and apply effective project planning, coordination and control methods | Intermediate |
| A blue sign with black text and people  Description automatically generated | Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Intermediate |
| A blue sign with black text and people  Description automatically generated | Optimise Business Outcomes | Manage people and resources effectively to achieve public value | Adept |
| A blue sign with black text and people  Description automatically generated | Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Intermediate |