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POSITION DESCRIPTION

Manager, Contract Management

Position Level	Level 9
Faculty/Division	Operations – Estate Management
Position Number	00151691
Original document creation	January 2023

Position Summary

Facilities Management is a unit within Estate Management that is responsible for the provision of operational support services for building maintenance, facilities management, repairs and improvements. The delivery of all building maintenance services, repairs and minor works projects for University clients is managed by Facilities Management. The Facilities Management team work closely with Faculties, Schools and Divisions to ensure that the built assets are effectively and efficiently managed, maintained and fit for purpose for their requirements.

The Manager, Contract Management is required to manage the contractual performance of a range of Facilities Management contractors and consultants providing services to support the University's Asset and Building Management.

The role of Manager, Contract Management reports into Director, Facilities Management and has one direct report.

Accountabilities

Specific accountabilities for this role include:

- Proactively manage contracts, track the performance and administration of Building Management and Maintenance service providers, and supply commercial contracts in accordance with University policy and procedures, legal and legislative requirements.
- Manage and maintain an effective contract management system, including contract administration guidelines, policy and procedures, procurement and contract administration templates, statutory records management and reporting in accordance with legislative requirements.
- Maintain and control key financial aspects of contracts and their budgets, including purchase orders, management reporting and financial forecasts.

- Prepare Facilities Management tender documentation, performance and contract documentation and manage the tender process together with UNSW procurement.
- Collaborate with the Building Management team to closely monitor contractor performance to ensure compliance with contract conditions, KPI's and financial obligations. Ensure the interests of the parties to the contract are safeguarded and protected.
- Build professional relationships with Faculties, Schools and Divisional stakeholders and ensure that effective channels of communication are maintained resulting in a high level of customer satisfaction.
- Manage relationships with contract service providers, suppliers, consultants, building contractors and sub-contractors, project partners and external authorities.
- Contribute strategically as a key member of Facilities Management and assist in the development of business cases, financial analysis and the allocation and alignment of budgets and resources.
- Prepare and maintain contractor security, contract expiry, insurance, licensing and WH&S databases in a central registry system.
- Jointly with UNSW procurement, prepare and develop tender and contract documentation and participate in tender processes including proposed contract terms and conditions.
- Proactively monitor areas of contract risk and implement appropriate measures to minimise or eliminate any adverse impacts.
- Align with and actively demonstrate the [UNSW Values in Action: Our Behaviours](#) and the [UNSW Code of Conduct](#).
- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

Skills and Experience

- Relevant tertiary qualifications with a minimum 5 years applied experience in contract and financial management in facilities or construction contract management or an equivalent level of knowledge gained through any other combination of education, training and/or experience.
- Excellent leadership qualities, staff management, interpersonal and communication skills with strong commitment to providing excellent customer service.
- Extensive experience in contract and contractor management, contractual performance tracking, and procurement.
- Experience with preparation of tender documentation, tender evaluation, services contracts, performance monitoring and KPIs in the property industry.
- Extensive experience in risk assessment, risk analysis, management and mitigation.
- Excellent consultation, influencing and negotiation skills and proven ability to engage effectively with diverse stakeholders to achieve successful outcomes.
- Demonstrated strong analytical and problem-solving skills and proven capacity to exercise initiative, flexibility and to be proactive in development of robust solutions to problems.
- Demonstrated success working effectively and collaboratively on initiatives with a range of people at different levels within an organisation.

- Proficiency in MS Office, Excel and relevant computer applications applicable to a facilities and project management environment.
- An understanding of and commitment to UNSW's aims, objectives and values in action, together with relevant policies and guidelines.
- Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

About this document

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.