



Contract Officer

Position Detail

Reports To	Enterprise FM Category Lead	Group	Procurement and Supplier Relationship Services, Enterprise Services
Classification	ASA6	Location	Canberra, Melbourne
Reports – Direct Total	Nil		

Organisational Environment

Airservices is a government owned organisation providing safe, secure, efficient and environmentally responsible services to the aviation industry.

Each year we manage over four million aircraft movements carrying more than 156 million passengers, and provide air navigation services across 11 per cent of the world's airspace.

Airservices has two major operating centres in Melbourne and Brisbane and a corporate office in Canberra. We operate 29 air traffic towers at international and regional airports, and provide aviation rescue fire fighting services at 26 Australian airports.

We are committed to continuing to improve our business by providing our customers with services they value, and embedding new ways of working and technology investments to further innovate and optimise.

Primary Purpose of Position

As a **Contract Officer** within the Enterprise Supplier Management team you will partner with primary business stakeholders to support commercial thought leadership and drive the strategic vision and direction of contract management for your portfolio.

You will provide a proactive, consistent and responsive approach to achieving value for money from third party spend and driving greater supplier performance. This in turn will allow your business partners to optimise their service deliver model/s and provide an efficient, effective and economical service to Airservices.

As the Contract Officer you will have a keen drive for continuous improvement and be able to demonstrate strong stakeholder management skills, particularly in working with cross functional teams to achieve commercial outcomes with a specific focus on supplier performance to drive an effective service delivery phase within the contracting lifecycle.

Accountabilities and Responsibilities

Position Specific

- Apply contract management governance arrangements for your category, including but not limited to the development of contract management plans, key performance indicators and reporting regimes
- Develop robust, detailed spend models using data from a variety of sources, providing insight into supply markets and internal demand analysis

- For your category, support the development of the overall plan for contract administration and set priorities and targets for renewals and extensions based on the business needs and market condition. This includes identifying and mitigating variation and change claims which arise, and resolving conflict from suppliers
- Provide advice and assistance to key stakeholders regarding contract management items to assist in educating your stakeholders about contract management's role
- Support the application of legal principles, legislative and policy compliance obligations, and risk and performance requirements related to contract management
- Ensure contracts are effectively governed both within and outside of the Enterprise Supplier Management function. This includes working with key contractors to apply principals to identify and reduce waste and costs throughout the supply chain
- Partner with business stakeholders to develop and implement innovative and holistic performance management KPI's and service delivery targets to achieve optimal contract performance
- Assist in planning activities for sourcing activities including priority setting, assist in scope development based on market research, enhanced contract management activities and targets for renewals and extensions based on the business needs and market condition and resolving conflict from suppliers
- Ability to interpret contract terms/conditions and application of relevant laws and legislations, using a working knowledge of contract law and seeking advice for specialised terms and conditions or dispute resolution, as need.

People

- Maintain an effective working relationship with other Airservices staff to ensure that there is effective coordination of all activities in support of organisational objectives
- Ability to work in a cross functional teams to deliver on organisational wide requirements
- Support a culture of continuous improvement within your immediate team and business partner network
- Ability to self-manage timelines for multiple priorities
- Ensuring that all key stakeholders within local Business Groups are identified/analysed on the stakeholder register and an appropriate relationship management strategy is adopted

Compliance, Systems and Reporting

- Understand and ensure that all contract management processes are executed as required in accordance with Airservices Procurement and Supplier Relationship Management procedures
- Take an ethical approach in all situations
- Escalate issues which may negatively impact on the Airservices.

Safety

- Demonstrate safety behaviours consistent with enterprise strategies
- Ensure deadlines are met in relation to documentation and reporting requirements.

Key Performance Indicators

Efficient, Effective and Accountable

- Use of fit-for-purpose material to support vendor management, including for internal stakeholders to effectively use arrangements
- Produce and maintain contract management / commercial opportunity plans
- Delivery of VFM and continuous improvement throughout lifecycle
- Compliance with Airservices relevant frameworks

- Effective coordination between Airservices stakeholders to assess feedback on supplier performance
- Reduce reactive renewals: duplication and waste
- Manage issue resolution to service within specified timeframes where a service is provided through multiple partners / vendors
- Effective working relationships with Stakeholders and Vendors
- 6 monthly survey reports to be distributed to key stakeholders.

Commercial

- Delivery of demonstrable Value for Money outcomes throughout lifecycle management and continuous improvement of Vendor performance (Benefit realisation, at minimum).

People

- Engagement, influencing, collaborating, informing.

Safety

- Compliance with safety, risk, environmental and any other standards.

Key Relationships

- Engage with other Airservices managers in relation to developing and implementing Improvement initiatives
- Procurement and Supplier relationship management branch
- ARFF and ANS Financial Controller teams.
- ARFF and ANS Property Maintenance Services Teams
- Safety and Assurance

Skills, Competencies and Qualifications

1.	Experience in Contract Management, preferably Facilities and Maintenance based Contracts	<input checked="" type="checkbox"/> Essential <input type="checkbox"/> Desirable
2.	Ability to work cross functional teams to deliver on organisational wide requirements	<input checked="" type="checkbox"/> Essential <input type="checkbox"/> Desirable
3.	Expertise in management and administration of Commercial and vendor agreements and knowledge of contract management techniques, Service Management and legal provisions	<input checked="" type="checkbox"/> Essential <input type="checkbox"/> Desirable
4.	Strong communications skills and ability to build relationships with suppliers through effective contacting management; knowledge of dispute resolution and mitigations techniques	<input checked="" type="checkbox"/> Essential <input type="checkbox"/> Desirable
2.	Experience in end to end sourcing including; Scope Development and Transition In/Out	<input type="checkbox"/> Essential <input checked="" type="checkbox"/> Desirable
5.	Knowledge of appropriate negotiation styles for all situations (internal and external), and effectively use these to deliver optimal outcomes	<input type="checkbox"/> Essential <input checked="" type="checkbox"/> Desirable
6.	Experience in supply chain analytics, opportunity analysis and ability to apply commercial acumen through negotiations and	<input type="checkbox"/> Essential <input checked="" type="checkbox"/> Desirable

	contract lifecycle; achieve continuous improvement from Vendors	
7.	Proven experience in the implementation and management of “as a service” contracts to meet target performance metrics	<input type="checkbox"/> Essential <input checked="" type="checkbox"/> Desirable
8.	Relevant qualification	<input type="checkbox"/> Essential <input checked="" type="checkbox"/> Desirable

Performance Standards and Behaviours

As a member of Airservices, you will consistently demonstrate performance standards and behaviours that meet our Code of Conduct. This includes:

- Treating everyone with dignity, respect and courtesy
- Acting with honesty and integrity
- Acting ethically and with care and diligence
- Complying with all Airservices’ policies and procedures, and applicable Australian laws
- Disclosing and taking reasonable steps to avoid any actual, potential or perceived conflict of interest
- Behaving in a way that upholds our vision, mission and values, and promotes the good reputation of Airservices.