

World class water services for a better life

Position Title	Contract Manager		
Position Number(s)	005551/005865	Manager Title	Manager Contract Operations
Business Group	Business Services	MoR Title	Senior Manager Operational Contract Management
Business Unit	Contract Management	Direct Report's Title(s)	Not Applicable

What is the unique purpose of the role?

To provide oversight and management of established contracts to ensure contractual obligations are delivered to agreed standards and to deliver efficient and effective management of SA Water's outsourced water, wastewater and recycled water delivery contracts.

What does the role do?

The key accountabilities unique to this role are:

Key Accountabilities	Accountability Details
Operational management	<ul style="list-style-type: none">• Ensure established contracts are managed effectively with appropriate scrutiny.• Ensure contract partners meet service delivery requirements while liaising effectively and collaboratively with relevant internal stakeholders.• Promote and maintain strong working relationships with contract and Alliance partners as well as other internal stakeholders.• Manage monthly operations meetings to ensure administration requirements are addressed and strong working relationships are maintained.• Liaise with contract partners to resolve contract compliance, operational performance and reporting issues.• Ensure that all incidents, hazards and risks are managed effectively and according to SA Water's legislative and regulatory requirements.• Oversee contractual audits for water quality and asset maintenance to agreed standards.• Oversee the development and continuous improvement of the Contract Management Frameworks.

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Key Accountabilities	Accountability Details
Monitor contractual performance	<ul style="list-style-type: none"> Oversee contract management and administration processes to ensure they are delivered efficiently and effectively. Ensure all contracts have appropriate and consistent Contract Management Frameworks, policies and procedures that are followed. Ensure contract performance reporting is timely and adds value. Ensure operational contracts are regularly reviewed and recommend and implement improvements to ensure they remain fit for purpose. Ensure contracts achieve successful audit results (i.e. clean audit reports).
Effective financial management	<ul style="list-style-type: none"> Achieve agreed operating budget for contracts under management. Negotiate contract variations, change orders and scope changes commercially in order to deliver required customer, operational and financial outcomes. Ensure invoice verification processes are completed and payments made within required timeframes (i.e. on-time and accurate). Manage contract budgets and ensure they are accounted for in financial plans and forward estimates. Review and update all risk assessments and management plans as required. Identify and develop efficiency improvements and related business opportunities.

Knowledge, skills and experience the role requires

Criteria which will be used for recruitment and selection for this role:

Foundation Knowledge, Skills, Experience and Qualifications	Essential or Desirable
Tertiary qualifications in engineering, commerce, science or relevant discipline, or equivalent demonstrable experience	Essential
Extensive knowledge of contractual requirements for the successful management of both major and minor contracts	Essential
Well-developed understanding of water quality issues and water treatment processes	Desirable
Demonstrated ability to identify, assess, evaluate and solve problems through the use of sound analytical skills as evidenced in previous work/projects	Essential
Proven ability to develop effective relationships and partnerships across disciplines and business environments	Essential
Excellent oral and written communication skills	Essential

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Who you work with

Key Stakeholder Relationships critical to the success of this role:

- Vendors, service providers, Alliance partners and contractors
- Operations Control Centre staff
- AWQC staff
- Production & Treatment staff, particularly Technical Support Officers
- Water and Wastewater & Environment Expertise staff
- Government departments and agencies as required

Special conditions

Does the role have any unique requirements?

- Flexible hours and some after hours as required, some intra and interstate travel (mandatory)
- Participation in 24/7 on-call roster

Your PD outlines what the requirements of your role are. The behaviours you demonstrate are equally as important and form part of your PD.

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