Directorate	Finance and Corporate Services	Department	Technology Services
Reports To	Technology Performance Manager	**Direct Reports**	No
Queensland Local Government Industry Award - State 2017 - Stream	Stream A - Division 2, Section 1 - Administrative, clerical, technical, professional, community service, supervisory and managerial services	**Moreton Bay Regional Council Certified Agreement 2022 EBA5 Wage Level**	Schedule 1, Level 6

Position Purpose
The Senior Performance and Compliance Officer will provide advice concerning ICT technology contracts, investments, and software acquisitions ensuring compliance, demonstrating expertise in reviewing and reconciling departmental expenditure against approved budgets and will be instrumental in maintaining compliance and overall performance.

Key Responsibilities and Outcomes
Main Tasks: • Provide support to Managers to facilitate contract reporting and action any required documentation following this consultation. Work with Business Partners to collate and prepare progress and final reports as required.   • Develop and maintain standard operating procedures for managing contracts.   • Drive the contracting process to ensure corporate business goals and objectives are met in a timely manner.   • Lead the negotiation of standard terms and conditions for agreements which includes timely communication both internal and external, and efficient return of documents.   • Maintain oversight of contractual obligations, ensuring contracts comply with legal requirements and industry standards.   • Provide high-level, strategic, complex, and/or sensitive procurement and contract management advice and services to ensure procurement outcomes meet business needs.   • Supplier relationship management - deliver value through effective management of strategic supplier relationships.   • Lead the development and management of negotiation strategies for complex, high risk and high value contracts, which drive value for Technology Services and our supplier partners.   • Ensure business objectives are met through effective governance, compliance management and the identification, assessment, and treatment of contract risk.   • Effective analysis and reporting of relevant data at all stages of the procurement lifecycle.   • Business partnering - create and maintain credible and trusting relationships with internal stakeholders at a senior management level.

Accountable for:

- Driving maximum value and return on investment from Council's key technology contracts and identify and manage investment opportunities, cost savings and early benefit realisation across the ICT portfolio.

- Overseeing contract reviews, service agreements, renewals, and compliance with technical strategies and quality standards for service delivery and providing guidance to team members on the sourcing process from start to finish.

- Developing and managing plans and forecasts for ongoing and new ICT investments to ensure activities are undertaken with appropriate governance, controls, and probity.

- Establishing and implementing a forward procurement plan and activities across Technology Services.

- Ensuring compliant and competitive proposals are conducted and conduct contract negotiations.

Responsible for:

- IT procurement lifecycle, from category planning to sourcing strategy, tendering, execution, contract management, and relationship management for the ICT team.

- Monitoring and managing expenditure and examining areas where budgets and expenditure exceed agreed tolerances and analyse actual expenditure, examines variances, and advise on options in the use of available budget.

- Collating data and reports to enable enhanced forecasting and spend management and provide to managers to facilitate decision-making.

- Promoting technology commercial awareness across the organisation, drive policy adherence, develop improvement plans, provide guidance on measurement and reporting, and monitor technology service performance for effective and efficient operations.

- Maintaining detailed documentary record of procurement processes and decisions ensuring the audit trail is adequately maintained and documented for probity, accountability, and audit purposes.

Contributes to:

- Ensuring high-quality procurement and contract management for Technology Services by managing processes to deliver best practices in procurement and contracts.

- Support the broader outputs of the team, by contributing to a positive culture which fosters a cohesive, motivated, and positive work environment that strives for excellence in customer service, continuous innovation, and improvement.

Our Values
Our values shape the way we behave, how we interact with each other and our customers. They underpin our decision making and are our guiding principles for how we work every day. As a team member, you will take individual accountability for demonstrating the values expectations and behaviours.

SERVICE	TEAMWORK	INTEGRITY	RESPECT	SUSTAINABILITY

Decision Making	
Budget	N/A
Delegations	Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register

Knowledge & Experience

Experience:

Expert 5+ Years

Has five years or more of experience in the discipline and is generally considered an authority in their area or expertise.

Demonstrated experience in contract management and/or vendor management in an IT- related professional services including hardware, software, and cloud solutions managed agreements.

Reach:

Department / Services

Collaborate with cross-functional teams including sponsors, stakeholders, project managers, and the ICT team across the breadth of the organisation.

SFIA Responsibility Skills required:

Autonomy

- Has defined authority and accountability for actions and decisions within a significant area of work, including technical, financial and quality aspects.
- Establishes organisational objectives and assigns responsibilities.

Influence

- Influences organisation, customers, suppliers, partners and peers on the contribution of own specialism.
- Makes decisions which impact the success of assigned work, i.e. results, deadlines and budget.
- Has influence over the allocation and management of resources appropriate to given assignments.
- Leads on user/ customer and group collaboration throughout all stages of work.
- Ensures users' needs are met consistently through each work stage.
- Builds appropriate and effective business relationships across the organisation and with customers, suppliers, and partners.
- Creates and supports collaborative ways of working across group/area of responsibility.
- Facilitates collaboration between stakeholders who have diverse objectives.

Complexity

- Implements and executes policies aligned to strategic plans.
- Performs an extensive range and variety of complex technical and/or professional work activities.
- Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts.
- Engages and coordinates with subject matter experts to resolve complex issues as they relate to customer/organisational requirements.
- Understands the relationships between own specialism and customer/ organisational requirements.

Business Skills

- Understands and communicates industry developments, and the role and impact of technology.
- Manages and mitigates organisational risk.
- Balances the requirements of proposals with the broader needs of the organisation.
- Promotes a learning and growth culture in their area of accountability.
- Leads on compliance with relevant legislation and the need for services, products and working practices to provide equal access and equal opportunity to people with diverse abilities.
- Identifies and endorses opportunities to adopt new technologies and digital services.
- Creatively applies a wide range of innovative and/or management principles to realise business benefits aligned to the organisational strategy.
- Communicates authoritatively at all levels across the organisation to both technical and non-technical audiences articulating business objectives.
- Learning and professional development — takes the initiative to advance own skills and leads the development of skills required in their area of accountability.
- Security, privacy, and ethics — takes a leading role in promoting and ensuring appropriate working practices and culture throughout own area of accountability and collectively in the organisation.

Knowledge

- Is fully familiar with recognised industry bodies of knowledge both generic and specific, and knowledge of the business, suppliers, partners, competitors and clients.
- Develops a wider breadth of knowledge across the industry or business.
- Applies knowledge to help to define the standards which others will apply.

SFIA Professional Skills required:

Financial Management (FMIT) - Level 5
- Advises on financial planning, budgeting, costing, accounting, and charging using recognised accounting practices and standards. Develops financial plans and forecasts.

- Monitors and manages expenditure and examines areas where budgets and expenditure exceed agreed tolerances.

- Contributes to the definition and operation of effective financial control and decision-making.

- Analyses actual expenditure, examines variances, and advises on options in the use of available budget.

Specialist Advice (TECH) - Level 4
- Provides detailed and specific advice regarding the application of their specialism to the organisation's planning and operations.

- Actively maintains knowledge in one or more identifiable specialisms.

- Recognises and identifies the boundaries of their own specialist knowledge.

- Where appropriate, collaborates with other specialists to ensure advice given is appropriate to the organisation's needs.

Sourcing (SORC) - Level 4
- Reviews business cases (requirements, potential benefits, and options) and determines appropriate procurement routes.

- Using market knowledge to inform specifications, ensures detailed pre-qualification questionnaires and tender invitations are prepared.

- Collects and collates data to support collaboration and negotiates terms and conditions to reflect the scale of requirements and encourage good performance.

- Evaluates tenders based on specification and evaluation criteria, prepares acceptance documentation, and advises on contracts and service level agreements.

Supplier Management (SUPP) - Level 4
- Collects supplier performance data and investigates problems.

- Monitors and reports on supplier performance, customer satisfaction, adherence to security requirements and market intelligence.

- Validates that suppliers' performance is in accordance with contract terms.

- Engages proactively and collaboratively with suppliers to resolve incidents, problems, or unsatisfactory performance.

- Implements supplier management-related service improvement initiatives and programmes.

Contract Management (ITCM) - Level 5
- Oversees and measures the fulfilment of contractual obligations.

- Uses key performance indicators to monitor and challenge performance and identify opportunities for continual improvement.

- Develops strategies to address under-performance and compliance failures, including the application of contract terms.

- Identifies where changes are required, evaluates the impact, and advises stakeholders about the implications and consequences.

- Negotiates variations and seeks appropriate authorisation.

- Actively supports and engages with experts and stakeholders to ensure continual improvements are identified through review and benchmarking processes.

- Develops and implements change management protocols.

Technology Service Management (ITMG) - Level 5

- Takes responsibility for managing the design, procurement, installation, upgrading, operation, control, maintenance, and effective use of specific technology services.

- Leads the delivery of services, ensuring that agreed service levels, security requirements and other quality standards are met.

- Ensures adherence to relevant policies and procedures. Ensures that processes and practices are aligned across teams and providers to operate effectively and efficiently.

- Monitors the performance of technology services. Provides appropriate status and other reports to managers and senior users.

Qualifications

An appropriate tertiary qualification or extensive experience in procurement and purchasing related roles.

Note: This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties at their discretion.