

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Tender & Contracts Coordinator	Department	First Aid & Mental Health
Location	Flexible	Direct/Indirect Reports	0
Reports to	National Sales & Account Manager	Date Revised	24 August 2021
Industrial Instrument	Education Services Award		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0043354

■ Position Summary

The Tender and Contracts Coordinator is required to actively write and oversee the execution of all Training Services end to end tendering and contract activities in accordance with Red Cross procurement standards and requirements. In addition, the Tender and Contracts Coordinator will need to track tender and contract status, working with key stakeholders to ensure alignment to project deadlines and co-ordinate the administrative and technical commercial aspects of the Tendering and Contract processes.

A key requirement of this role is to build and maintain positive and productive working relationships with current and potential clients with a view to proactively identifying and pursuing small business growth opportunities from initial contact through to course delivery.

■ Position Responsibilities

Key Responsibilities

- Actively adhere to and contribute to the development and implementation of all rules and procedures governing Red Cross tendering and contract processes ensuring compliance with internal and relevant external controls and regulations.
- Work closely with Business Development Managers from initial stages to build the tender document through to the final bid submission, award of contract and handover to Business Development /Account Manager.
- Effectively collate and ensures proper documentation within the tender.
- Prepare regular status reports on ongoing tenders.
- In conjunction with the Sales Coordinator facilitate and report on internal and external status reporting and coordinate the identified actions to ensure compliance to the Agreement, MOU, Contract or DEED.
- In conjunction with the Sales Coordinator facilitate and review the pricing model of all Red Cross Training and Products.
- Maintain Red Cross tender.
- In conjunction with the Sales Coordinator maintain the contract register.
- Achieve agreed Key Performance Indicators.
- Actively prospect and engage new Government business for FAMH training and products.
- Build relationships and activate revenue opportunities with target Government businesses.
- Co-ordinate consistent trade communication to sales targets.

- Adhere to all Red Cross Policy and Procedures including Code of Conduct.

■ Position Selection Criteria

Technical Competencies

- Demonstrated experience in management of Contracts, Deeds or Tenders.
- Highly organised with the ability to plan and prioritise to deadlines.
- Strong attention to detail and high level of accuracy.
- Advanced MS Office skills, in particular Word and Excel.
- Ability to work independently and in a team environment.
- Highly developed written and verbal communications skills.
- Proven ability to gain the co-operations and buy in of key stakeholders to achieve required results.
- Ability to build strong working relationships with existing and new clients and key stakeholders to proactively identify and develop business opportunities.

Qualifications/Licenses

- Comprehensive experience in the tendering and contract environment.
- Demonstrated understanding of Commercial/Contract law.
- Tertiary qualifications would be highly regarded.

Behavioural Capabilities

- **Personal effectiveness | Achieve results** | Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
- **Personal effectiveness | Solving problems** | Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness | Managing performance** | Demonstrated capability to take ownership of work and use initiative to deliver results. Accountable for own performance and ability to set clearly defined objectives for achievement.
- **Organisational effectiveness | Focussing on clients** | Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.
- **Organisational effectiveness | Valuing voluntary service** | Demonstrated understanding of the benefits of voluntary service and recognises the contribution of volunteers to clients, communities and the organisation.
- **Organisational effectiveness | Managing risk** | Demonstrated ability to work within guidelines, policies and procedures. Awareness of risks involved in an individual's role and works toward minimising their impact.

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:

Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality

- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters.