



## **ASO4 Contract Support Officer Contracts, Impound & Armoury Unit**

### **ORGANISATIONAL OVERVIEW**

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South Australia Police (SAPOL) provides a diverse range of services to the community. These services are aimed at producing a safe and peaceful environment by the minimisation of crime and disorder. It is a large complex organisation which, because of the nature of its operations, is constantly subject to public scrutiny and accountability. It provides services to a range of different locations (over 100) spread across the State on a 24 hour a day basis.

SAPOL's vision is to provide 'Safer Communities'. All SAPOL employees are guided by Our Values of Service, Integrity, Courage, Leadership, Collaboration and Respect. SAPOL is an organisation with a proud history and an exciting vision for the future.

### **POSITION OVERVIEW**

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#### **Summary**

The Contract Support Officer is accountable to the Manager, Contracts, Impound & Armoury Unit for the provision of a comprehensive Contract and Impound activity support service including proactive customer service, key point of liaison and issue resolution, accurately maintaining key information databases and inventory control functions, timely business reporting and analysis service.

Key activities include providing proactive support for the development, delivery, management, monitoring and compliance of large-scale asset related contracts. This includes the development and monitoring of key performance indicators, benchmarks, conducting analyses, identifying and reviewing process improvement opportunities, and undertaking projects and tasks as assigned from time to time which contribute to the efficient and effective operation of the Contracts, Impound & Armoury Unit and SAPOL's business operations.

Service

Integrity

Leadership

Collaboration

Courage

Respect



### Special Conditions

<b>Work Status</b>	The incumbent must hold a current Australian work eligibility status and will be subject to a criminal history check. The incumbent may be assigned to other duties at this remuneration level or equivalent.
<b>Location</b>	Police Headquarters, 100 Angas Street Adelaide, with a requirement to work from various locations in the metropolitan area.
<b>Qualifications</b>	nil
<b>Out of Hours Work</b>	Some out of hours work may be required.
<b>Travel</b>	Some intrastate and interstate travel may be required.
<b>Performance Management</b>	The incumbent is required to participate in SAPOL's iEngage program.

### Reporting / Working Relationships

The Contract Support Officer reports to the Manager, Contracts, Impound & Armoury Unit, works in close liaison with the ASO6 Senior Contract Officer, ASO3 Contract & Impound Administrator and Impound staff as required, and other staff across Physical Assets Services Branch.

The role also interacts with Procurement and Contract Management Services Branch (PCMS), and will have wide contact with Police officers, Managers and SAPOL staff, external contract providers and members of the public.

### KEY OUTCOMES

Contribute to the efficient and effective performance of SAPOL's Contracts, Impound & Armoury Unit by

- Supporting the development, management of implementation of key Contracts, Impound & Armoury Unit initiatives to achieve quality outcomes.
- Building and maintain positive and professional relationships with internal and external stakeholders, including regular liaison with contract providers.
- Providing timely, positive and professional management of all enquiries, identifying gaps or issues impacting on business service provision, undertaking effective problem solving and developing solutions/proposals to make improvements or requirements.
- Maintaining reliable, comprehensive and timely information, reports, data and statistics including inventory/asset allocation databases, performance related information, key performance indicator monitoring and budget financial analysis to support Contract and Impound data management and reporting requirements.
- Providing proactive and effective support for the development, delivery, management, monitoring and compliance of large-scale contracts to ensure safe, efficient and customer focused products and services for SAPOL by service providers, including:

- Assist with providing key support to SAPOL stakeholders regarding PASB contract deliverables, policies and procedures, responding to enquiries regarding organisational, policy and procedural issues.
  - Upholding compliance with contracts and guidelines contributing to monitoring, evaluation and reporting on outcomes within established timeframes.
  - Undertake inventory control monitoring and management activities and provide recommendations for action to ensure operational business continuity.
  - Liaising with external service providers and major contractors to ensure timely and effective complaints resolution processes and provision of designated performance information to ensure contractual compliance to agreed terms and conditions.
- Maintaining effective, accurate, and up to date contract expenditure and inventory/asset allocation databases, assist to produce timely, clear and accurate reports on contract performance and budget/financial/inventory analysis for management and executive by:
  - Accurate entry and maintenance of data, analysing the information and compiling reports relative to a range of performance indicators from various electronic sources.
  - Extracting and analysing data to prepare quality reports for management and clients utilising various software applications including Microsoft Word, Excel, Access and other databases.
- Support the Contracts, Impound & Armoury Unit by:
  - Undertaking research, analysis and timely collation and interpretation of complex data and information and contract performance to support reporting and recommendations on improvements and maintaining policies for effective management of a significant commercial portfolio.
  - Documenting and monitoring business processes, business rules, metrics and standard operating procedures, identifying areas for improvement and/or efficiency opportunities.
  - Providing secretariat and administration functions and assisting in preparation of briefings and correspondence, and contract specification documentation, including requirements specifications, project plans, status and management reports; and
  - Contributing to continuous development, implementation, maintenance and improvement of PASB contract and tender administrative practices, policies, procedures and standards, intranet information and corporate information.
  - Assisting with administration of Impound release activities in peak periods.

## QUALIFICATIONS / SKILLS / KNOWLEDGE / EXPERIENCE

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### Essential Minimum Requirements

- Demonstrated experience in and knowledge of supporting procurement, commercial contract and operational activities in a significant commercial or government portfolio including experience in development and monitoring of benchmarks and key performance indicators
- Demonstrated integrity and initiative, with ability to prioritise work, meet deadlines and conflicting work demands, adapt to a changing work environment and implement continuous improvement activities.

- Possess a high level of personal integrity in the management of sensitive information and maintain confidentiality.
- Strong analytical skills and the ability to propose sound solutions to business requirements.
- Knowledge and experience in the mapping of business processes and associated business process improvement methodologies.
- Sound written, verbal, interpersonal and presentation skills that result in effective communication with people at a range of levels, both internal and external to the department.
- Demonstrated ability to maintain positive and professional relationships within a Unit and with people at all levels of an organisation, including high level of external and internal customer service through, exceptional telephone manner, proven ability to cope with conflict and an ability to negotiate with customers who may prove to be problematic and or aggressive.
- Demonstrated ability to be able to make informed recommendation to management to assist the decision-making process in support of relevant Acts.
- Experience in the operation of Microsoft software applications, and expertise in the operation of databases and financial systems.
- Experience in analysing and providing data, financial and non-financial information in accurate reports which identify and review options and provide sound recommendations.

### Desirable Characteristics

- Tertiary qualification in business, finance or other relevant discipline.
- Experience in, business process mapping and improvement methodologies.
- Experience in change management processes.
- Experience in a commercial asset portfolio / contract management environment.

## CORPORATE RESPONSIBILITIES

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- Maintain accurate and complete records in accordance with the *State Records Act 1997* and departmental policies, procedures and practice guidance.
- Act at all times in accordance with the Code of Ethics for the South Australian Public Sector and legislative requirements including (but not limited to) the *Public Sector Act 2009* and *Work Health and Safety Act 2012*.
- Actively contribute to SAPOL's commitment to being an inclusive workplace where everyone is safe, respected and supported to reach their potential by demonstrating inclusive behaviour and showing respect for diverse backgrounds, experiences and perspective.
- Demonstrate an understanding and commitment to **WH&S legislation**, principles and practices and risk assessment in accordance with the **WH&S Act (2012)**, regulations, approved codes of practice and AS/NZS ISO 31000:2018 Risk Management – Guidelines.