



ASO5 Contracts Manager Contracts, Impound & Armoury Unit

ORGANISATIONAL OVERVIEW

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

Summary

The Contracts Manager is responsible for a wide range of contract management activities in a dynamic team environment supporting delivery of SAPOL contracts across the statewide portfolio including contract oversight, monitoring, logistics, inventory management, financial budget management and high quality service delivery for assigned contracts. The role is responsible for ensuring close collaboration with key stakeholders and suppliers to ensure high quality customer service, supervision of staff as assigned, and to proactively address resolution of contractual issues to ensure ongoing business continuity and optimal contract performance.

The role will have responsibility to oversee the ongoing implementation of SAPOL's Multi-Purpose Load Bearing Vest (MPLBV) Program, with lead responsibility for the purchase and distribution of MPLBV's across the Statewide Portfolio, to ensure that all sworn Police, Community Constables and Police Security Officers are equipped with compliant, protective gear.

Service

Integrity

Leadership

Collaboration

Courage

Respect



This is a key role undertaking comprehensive contract performance analysis and data management, providing accurate budget and financial analysis, contributing to future tender processes and strategic business initiatives and assisting with preparation of business cases, regular reporting and executive briefings.

The role may provide support to other PASB contracts from time to time, working in close partnership with SAPOL’s Procurement and Contract Management Services Branch to develop procurement and contract documentation, actively monitor contract performance and risks, and identify appropriate strategies to achieve contract outcomes.

The Contracts, Impound & Armoury Unit within SAPOL’s Physical Assets Services Branch (PASB) is responsible for management and oversight of SAPOL’s asset related contracts. The Unit is also accountable for managing effective operations in support of vehicles seizures under Criminal Law (Clamping, Impounding and Forfeiture) Act 2007, and management of SAPOL’s metropolitan and regional Impound facilities, and central Armoury functions.

Physical Assets Services Branch is comprised of seven units: Capital Projects Unit, Major Projects Unit, Strategic Infrastructure Unit, Contracts, Impound Unit & Armoury Unit, Strategic Operations: Fleet & Property, Facilities Management Unit, and Business Unit. A 'one team' mindset is driven by leadership at all levels, is focused on achieving our Vision and Key Strategy and allows us to realise the full potential of our workforce and ensures service excellence. To achieve this, members adopt a problem solving, responsive and informative approach.

Special Conditions

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| Work Status | 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. |
| Location | Police Headquarters, 100 Angas Street, Adelaide. |
| Qualifications | An appropriate tertiary qualification Business, Accounting, Commerce or other relevant discipline is desirable. |
| Out of Hours Work | Some out of hours work may be required. |
| Travel | Some intrastate and interstate travel may be required. An unencumbered Driver’s Licence is required. |
| Performance Management | The incumbent is required to participate in SAPOL’s iEngage program. |

Reporting / Working Relationships

The Contracts Manager reports to the Senior Contracts Manager and will have wide contact with Police Officers, Managers, staff and the public. The position will work in a close-knit team environment with responsibility to supervise an ASO3 Contracts Administrator.

The position will also maintain strong working relationships with the other Units in the Branch including active partnership with the Business Management Unit, and other branches including Procurement and Contract Management Services (PCMS) and Financial Management Services Branch (FMSB).

The position has extensive liaison with other Government Agencies and external service providers including the MPLBV armour supplier.

KEY OUTCOMES

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

- Provide leadership and project management of PASB contracts throughout their lifecycle, including the MPLBV implementation program.
 - Effectively coordinate and implement contract deliverables and projects with efficient logistical planning for new assets (including MPLBV), administer and maintain service level agreements and undertake contract management activities and financial management / reporting in line with government processes and procedures for all assigned contracts and monitor vendor performance against SLAs.
 - Provide leadership and project management of the MPLBV program by ensuring compliance of MPLBV fitting, ordering, delivery and payment processes, including, MPLBV fittings, using the Eventbrite booking system for fittings etc.
 - Manage and execute the implementation strategy to ensure all of eligible SAPOL staff required to be equipped with the MPLBV are aware of how to obtain the equipment within the required timeframes and in line with project objectives.
 - Provide a consultancy and coaching service to a wide range of SAPOL management and staff to ensure new processes are followed and established into the future
 - Provide sound advice in relation to contract negotiations, contract standards and managing non-compliance or underperformance to ensure best practice outcomes and value for money across the contract portfolio.
 - Consult with and provide practical advice and support to internal and external stakeholders, and proactively rectify contractual performance which does not meet SLAs in a timely manner to ensure continuity of supply and performance.
 - Prepare accurate and robust status reporting to PASB executives in relation to contract performance, including milestone reporting for budget, Key Performance Indicator (KPI), timelines and quality factors.
 - Contribute to the development of maintenance and quality assurance of contract planning documentation, including action plans and proactive monitoring of activity progress, including maintain and administer the MPLBV project management documentation, methodology frameworks, guidelines, and related processes.

- Administer efficient and effective contract amendment and extension process and ensure compliance with SAPOL and government wide requirements and maintain robust records management for all assigned contracts.
- Proactive maintenance and administration of the contracts register, inventory management data, ensuring supply levels are maintained and contract expiries flagged for active management within relevant timeframes.
- Maintain 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
- Ensure a consistent contract management approach across PASB for the contract lifecycle, working collaboratively across PASB units to problem solve, and support timely procurement supporting operational objectives.
- Proactive identification and management of contract related risks, advising management and ensuring mitigation strategies are effectively implemented and monitored.
- Monitor the financial performance of contracts to ensure contractual limits are not breached and cost effective management of contract financial expenditure, and provide relevant advice to managers to inform budget planning processes.
- Undertake post implementation evaluation of projects and programs delivered under contracts, applying lessons learned to unit procedures and policy / project delivery improvements.
- Provide proactive and effective support for the development, delivery, management of relevant contract Communication and Engagement Strategies for assigned contracts, e.g. ensuring the MPLBV intranet site is updated with relevant material and easy access to information is available to members in relation to the MPLBV, including regular updates on project status.

Contribute to efficient and effective performance of PASB through:

- Building and maintaining effective relationships with team leaders and managers across PASB to ensure a seamless quality service is provided.
- Producing high standard project briefs, reports and other supporting project documentation as required, whilst also undertaking tasks allocated by the Senior Contracts Manager.
- The provision of sound contract management advice across the business to ensure the achievement of operational business goals in line with core business.
- Undertaking high level of analytical research, and analysis to identify and develop innovative opportunities for improved contract management outcomes, improve general business performance, providing high quality reports, statistical information,

recommendations and presentations utilising various software applications including Microsoft Word, Excel, Access, Power Point.

- Maintaining positive and professional interactions within a diverse unit and branch and with people at all levels of an organisation and suppliers / stakeholders, with a high-quality customer service focus that includes professional communication to all levels of management and personnel and responding appropriately to the needs of customers and client groups and build and sustain positive and effective professional working relationships.
- Reviewing and provide quality assurance and advice on policies, procedures and frameworks to ensure efficient and effective services are maintained.
- Actively undertaking training, participate in multi-skilling and as new initiatives are developed, be prepared to adapt to changing work practices and ways of providing support to clients.

QUALIFICATIONS / SKILLS / KNOWLEDGE / EXPERIENCE

Essential Minimum Requirements

- Demonstrated experience in commercial business area or contract management in a large commercial organisation or government environment with ability to provide expert contract management advisory services and ensure best practice outcomes from contractual partners.
- Sound knowledge of contract management processes, monitoring contract milestones and deliverables and ensuring performance targets are met, and understanding of commercial risks associated with contract management.
- Demonstrated and proven experience and expertise in project coordination and administration, with a strong foundation in applying project management principles and methodologies.
- Experience in analysing and providing both financial and non-financial information in meaningful reports, and experience in the creation, development and monitoring of effective and relevant benchmarks and key performance indicators.
- High level skills in research and analytics to forecast trends and issues and recommend effective solutions, including proven experience in the research, development and evaluation of business plans/cases.
- Highly developed written and verbal communication skills including proven ability to present clear, logical and concise oral reports briefings, reports and high-level accurate advice to stakeholders and senior management.
- Proven ability to maintain positive and professional interactions by providing a high-quality customer focus within a diverse unit, branch, and with people at all levels of an organisation.
- 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.

- Demonstrated ability to work autonomously under limited supervision, and collaboratively as a member of a multi-skilled team ensuring positive and professional interactions, whilst demonstrating advanced time management and organisational skills.
- Proven ability to display versatility of approach in order to meet changing requirements and to provide support to others in an environment of change.
- Experience in the operation of Microsoft software applications, database systems and in the preparation of reports, submissions, budgeting and financial management processing.

Desirable Characteristics

- An appropriate tertiary qualification in Business, Accounting, Commerce or other related discipline.

CORPORATE RESPONSIBILITIES

- 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 – Principles and Guidelines.