



ASO3 Contracts Administrator 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 Administrator role is a key role supporting the ongoing implementation of SAPOL's Multi Purpose Load Bearing Vest (MPLBV) Program, responsible for contract administration support, logistics, inventory management, and the timely purchase and distribution of MPLBVs across the statewide policing portfolio under the current contract, to ensure that all sworn Police, Community Constables and Police Security Officers are equipped with compliant, protective gear.

The Contracts Administrator will undertake project and contract related administrative duties in a dynamic team environment in collaboration with Contracts, Impound & Armoury Unit (CIAMU) team members and other stakeholders including end users and suppliers to ensure key deliverables are met. This role is a key member delivering high quality customer service, inventory management, data analysis, financial record keeping including budget monitoring processes and stakeholder engagement, whilst adhering to best practice Project Management principles to support the Program's business needs.

Service

Integrity

Leadership

Collaboration

Courage

Respect



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.

Special Conditions

Work Status	The incumbent must hold a current Australian work eligibility status and will be subject to a criminal history check. Incumbent may be assigned to other duties at this remuneration level or equivalent.
Location	Police Headquarters, 100 Angas Street, Adelaide. However, there will be a requirement to work from various locations in the metropolitan area.
Qualifications	N/A
Out of Hours Work	Some out of hours work may be required.
Travel	An incumbent Driver’s Licence is required.
Performance Management	The incumbent is required to participate in SAPOL’s iEngage program.

Reporting / Working Relationships

The Contracts Administrator is supervised on a day-to-day basis by the Contract Manager but reports to the Senior Contracts Manager within the Contracts, Impound & Armoury Unit. The role involves extensive contact with police officers, staff, contracts, and members of the public.

The role will work collaboratively with managers, supervisors, members including administrative staff within Business Service, across SAPOL and other external parties, including the MPLBV armour supplier.

KEY OUTCOMES

Ensure the provision of efficient and effective support and administration activities to Contracts, Impound & Armoury Unit activities including:

- General administrative and project support to the Contracts, Impound & Armoury Unit and timely, professional customer service in delivering contracted uniform components to SAPOL’s sworn members, taking initiative to proactively resolve issues that arise.
- Maintain 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. Respond appropriately to the needs of customers and client groups and build and sustain positive and effective professional working relationships.
- Contribute to the efficient Unit operations by maintaining accurate and up to date information in appropriate registers and databases, regularly assessing relevant

processes, providing assistance in the maintenance of standard operational procedures and initiating changes and updates as required.

- Provide advice to internal and external stakeholders on a variety of information and data sharing topics for Contracts, Impound & Armoury Unit ongoing business activities.
- Provide a secretariat function for relevant working groups and strategic meetings, including ensuring invitations, agendas and papers go out on time, meeting dates & room bookings are secured appropriately in advance.
- Provide accurate and timely analysis, administration, and support for inventory control across Contracts, Impound & Armoury Unit activities, including monitoring and management to ensure operational business continuity and recommend actions as needed.
- Provide project management administrative support including monitoring the compliance of MPLBV fitting, ordering, delivery and payment processes to ensure all eligible members are captured to be fitted for a MPLBV.
- Coordinate bookings via the Eventbrite system and liaise with and coordinate venues. This may include attending the fitting events to provide support for members' queries.
- Ensure order management is undertaken and tracking of MPLBVs from manufacturers premises to SAPOL delivery locations, including providing shipment information to Local Coordinators.
- Utilise Microsoft Excel to create schedules and graphs to streamline logistical data to track the progress of deliveries.
- Process accounts payable/receivable, ensuring SAPOL/Shared Services invoice processing procedures are undertaken and maintain up to date and accurate financial information in budget tracking spreadsheets.
- Provide proactive and effective support for the development, delivery, management of the MPLBV Project Communication and Engagement Strategy by;
 - Updating and maintaining MPLBV intranet site to ensure information is relevant and up to date, which includes updating the project status regularly and redesign of the MPLBV page.
 - Liaising with Media and Public Engagement Section regarding all updates and opportunities.
 - Monitoring the Communications and Engagement Strategy for upcoming opportunities.
 - Liaising with Awards Marketing and Events Branch regarding future fitting dates to include on the SAPOL Intranet Calendar.
- Contribute to developing and maintaining up to date policies and procedures to ensure efficient and effective services are maintained.
- Actively undertake 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.
- Other taskings as appropriate to support Unit activities as directed from time to time.

QUALIFICATIONS / SKILLS / KNOWLEDGE / EXPERIENCE

Essential Minimum Requirements

- Experience in and knowledge of procurement, commercial contract and operational environments in a large organisation.
- Exceptional interpersonal skills to maintain positive and professional interactions; excellent verbal and face to face communication skills to a wide range of audiences; well developed writing skills including ability to prepare minutes and responses to correspondence.
- Demonstrated ability to provide a high level of external and internal customer service through, exceptional telephone manner and proven ability to cope with conflict and an ability to negotiate with customers who may prove to be problematic.
- Possess a high degree of integrity, drive, initiative and enthusiasm to work under limited supervision, with ability to prioritise work, meet deadlines and conflicting work demands, and maintain confidentiality.
- Ability to identify practical solutions, adapt to a changing work environment and implement continuous improvement activities.
- Possess a high level of personal integrity in the management of sensitive and highly personal information.
- Demonstrated experience in general administrative duties including, computer keyboard skills, database entry and management, records management, secretariat support, drafting correspondence and minutes, and experience in the use of the Microsoft suite of applications including Word, Excel, Outlook.
- Demonstrated ability to work effectively and collaboratively with a range of relevant stakeholders and achieve agreed objectives.
- Demonstrated skills in project management and the collection and collation of information from a range of sources.
- Demonstrated ability in the use of a range of data software programs and inventory systems, including Microsoft Excel, for input of data and the preparation of reports and submissions.

Desirable Characteristics

- An understanding of the SA Police organisation, its objectives, policies and practices.

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.