

Position Description

Position Title	Administration Officer Commercial Management
Portfolio	Member Services
Reports To	Manager Commercial Management
Employment Type	Full-Time
Location	West Leederville

Team Overview

This position sits within the Commercial Management Team, which is primarily responsible for delivering the WALGA Preferred Supplier Program (PSP). The team manages the contractual agreements and relationships with Preferred Suppliers and provides advice, support and resources to WALGA Members using the PSP. The team also delivers other commercial initiatives and projects within the Member Services portfolio.

Position Purpose

The Administration Officer Commercial Management is responsible for the administration and coordination of the Preferred Supplier Program (PSP) contracts, ensuring contract records, documentation and processes are maintained in line with organisational requirements.

The role also provides administrative support to the Commercial Management Team, assisting with contract-related enquiries and supporting the effective day-to-day management of PSP contracts.

Key Accountabilities

PSP Contract Administration	<ul style="list-style-type: none"> • Manage PSP contract administration including contract variations, novations and managing compliances. • Manage new Preferred Supplier onboarding and the transition to Contract Managers. • Manage contract documents and associated registers (eg. compliance, departures etc). • Develop and maintain PSP processes and procedures related to contract management, PSP systems, induction processes, reporting and others. • Oversee PSP reporting cycle including supplier income and invoicing. • Support PSP data analytics.
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	<ul style="list-style-type: none"> • Administrative support to the Commercial Management team.
PSP Systems Support	<ul style="list-style-type: none"> • Point of contact for PSP systems queries from Commercial Management team. Escalate issues if required. • Contribute to supporting the management of core PSP systems including but not limited to the Preferred Supplier Management System (PSM System – Dynamics 365), Portfolio Insight (CreditorWatch), VendorPanel and the WALGA PSP website directory. • Provide input to the development and future enhancements of current systems including informing business requirements and undertaking user-testing. • Provide backup support to the Contract Officer, Commercial Management in assisting Members with VendorPanel, including providing system guidance, where required. • Facilitate PSM Portal training to suppliers, where required. • Contribute to updating PSP information on the WALGA website and ensuring Preferred Supplier details are transferred from PSM to PSP Directory (website).
Relationship Management	<ul style="list-style-type: none"> • Maintain positive relationships with current and potential Preferred Suppliers, Members and internal stakeholders. • Provide high level customer service in response to phone and email enquiries. • Work with the Technology Team in respect to PSP systems and the Finance Team in relation to invoicing.

Key Relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Escalate issues, make suggestions, and provide updates. • Provide advice and report on progress towards business objectives and future directions. • Contribute to decision making. • Identify emerging issues/risks and their implications and propose solutions.
Team	<ul style="list-style-type: none"> • Support a positive environment through teamwork, sharing knowledge and supporting colleagues.
Stakeholders	<ul style="list-style-type: none"> • Provide advice in relation to the PSP. • Liaise with other business areas that link to the PSP. • Manage expectations and resolve issues.
External	

Stakeholders	<ul style="list-style-type: none"> • Establish relationships to assist in the delivery of the PSP. • Manage expectations, resolve issues, and escalate as necessary. • Respond to enquiries and redirect as necessary.
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Key Competencies

Knowledge and Experience	<ul style="list-style-type: none"> • Experience working in a professional administration role. • Experience coordinating and managing documentation, including tracking updates, maintaining records, and supporting administrative processes. • Experience using systems for data entry, record keeping, and/or administrative processes. • Local Government sector knowledge and experience <i>(desirable)</i> • Experience in a customer service or a member based organisation. <i>(desirable)</i> • Procurement knowledge <i>(desirable)</i>
Skills	<ul style="list-style-type: none"> • High level customer service and administration skills. • Ability to communicate effectively with stakeholders/customers in a service environment. • Highly adept at using Microsoft 365 applications as well as utilising web based applications and online tools. • High level organisational skills with the ability to manage multiple tasks and produce high quality work. • Strong problem-solving skills.
Behaviours	<ul style="list-style-type: none"> • Sets a tone of integrity and professionalism within WALGA and in dealings external to WALGA. • Promotes a collaborative and inclusive work culture and balances the success of the organisation with individual and team goals. • Cultivates a culture of continuous learning, personal growth and professional excellence. • Builds resilience across diverse, uncertain, and ambiguous contexts. • Inspires and guides others in developing resilience skills and embracing change. • Identifies opportunities and implements plans for ongoing improvement. • Takes ownership of service delivery, seeking opportunities to enhance the overall experience and nurtures long-term partnerships with members and stakeholders. • Shows an awareness of the principles of Workplace Health and Safety applies them by taking care and being alert about issues in the workplace.

Values	<p>Ability to demonstrate and apply WALGA's values.</p> <ul style="list-style-type: none">• Respect - We act honestly, with integrity and respect.• Excellence - We strive for excellence and an environment of continuous improvement.• Accountability - We take responsibility and work openly and transparently.• Collaboration - We value strong relationships and partnerships.• Curiosity - We encourage a spirit of enquiry, and an Innovation mindset.
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