

# Position Description

Position Title	Contract Manager 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 Contract Manager Commercial Management is responsible for overseeing the effective delivery of assigned Panel Contracts within the PSP. This includes managing the administrative processes associated with the Panel Contracts, analysis of contract performance, and leading contract reviews. A key aspect of the role is managing relationships with suppliers and Members in respect to the PSP including responding to enquiries and undertaking Member and supplier engagement activities.

## Key Accountabilities

Preferred Supplier Program Management	<ul style="list-style-type: none"> <li>Oversee the management of assigned Panel Contracts.</li> <li>Lead contract reviews as required.</li> <li>Analysis of contract performance and panel usage.</li> <li>Oversight of contract documentation and compliance.</li> <li>Ensure accurate supplier reporting and effective contract usage.</li> </ul>
Strategy and Organisational Development	<ul style="list-style-type: none"> <li>Input into business planning activity, strategic development and program growth opportunities.</li> <li>Support contract administration, analytics improvement and internal technology initiatives.</li> <li>Contribute to budget development and management and internal reporting related to Commercial Management.</li> </ul>

Growth and Development Opportunities	<ul style="list-style-type: none"> <li>• Work closely with the Commercial Development Team to enhance the existing PSP, responding to current trends and market changes.</li> <li>• Identification of growth and development opportunities based on contract performance and supplier/Member feedback.</li> </ul>
Supplier Relationship Management	<ul style="list-style-type: none"> <li>• Maintain positive relationships with current and potential preferred suppliers.</li> <li>• Responsible for supplier engagement including responding to enquiries, negotiation and problem solving to achieve positive outcomes, supporting supplier reporting and compliance, promotional activity, market insights, and managing contract expectations.</li> <li>• Identify and coordinate supplier engagement activities.</li> </ul>
Member Relationship Management	<ul style="list-style-type: none"> <li>• Build and maintain positive relationships with Local Government Members in relation to the PSP and in supporting the promotion of WALGA Commercial initiatives.</li> <li>• Respond to Member enquiries and undertake problem solving in relation to the PSP and other Commercial activities.</li> <li>• Identify and coordinate Member engagement strategies specific to the PSP.</li> <li>• Engage with Members through regular Member visits.</li> <li>• Engage Members in PSP feedback to ensure program effectiveness and improvement.</li> </ul>

## Key Relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> <li>• Escalate issues, make suggestions, and provide updates.</li> <li>• Receive advice and report on progress towards business objectives and future directions.</li> <li>• Provide expert advice and contribute to decision making.</li> <li>• Identify emerging issues/risks and their implications and propose solutions.</li> </ul>
Team	<ul style="list-style-type: none"> <li>• Support a positive environment through teamwork, sharing knowledge and supporting colleagues.</li> </ul>
Stakeholders	<ul style="list-style-type: none"> <li>• Provide advice on a range of project related issues and strategies.</li> <li>• Optimise engagement to achieve defined outcomes.</li> </ul>

	<ul style="list-style-type: none"> <li>• Manage expectations and resolve issues.</li> </ul>
<b>External</b>	
<b>Stakeholders</b>	<ul style="list-style-type: none"> <li>• Establish professional networks and relationships across other jurisdictions to maintain currency of issues, share ideas and learnings, and collaborate on common responses to emerging and/or developing issues regarding the PSP</li> <li>• Engage in, consult, and negotiate in the development, delivery, and growth of the PSP</li> <li>• Manage expectations and resolve issues</li> <li>• Communicate needs, facilitate routine business transactions</li> <li>• Monitor, direct and address enquiries.</li> </ul>
<b>Supplier/Service Providers and Consultants</b>	<ul style="list-style-type: none"> <li>• Manage expectations and resolve issues with service providers</li> <li>• Communicate needs, facilitate routine business transactions, and resolve issues</li> <li>• Manage contracts and monitor the provision of service to ensure compliance with contract and service agreements</li> </ul>

## Key Competencies.

<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Experience in contract management.</li> <li>• Demonstrated ability to manage multiple stakeholder relationships.</li> <li>• Demonstrated ability to understand and interpret commercial contracts.</li> <li>• Experience in stakeholder management across various types of organisations and different levels within an organisation.</li> <li>• Commercial acumen.</li> <li>• Experience using database and/or, CRM systems (<i>desirable</i>).</li> <li>• Local Government sector knowledge and experience (<i>desirable</i>).</li> <li>• Procurement knowledge (<i>desirable</i>).</li> </ul>
<b>Licence/Qualifications</b>	<ul style="list-style-type: none"> <li>• Relevant tertiary qualifications and/or experience in stakeholder management (<i>desirable</i>).</li> <li>• Current "C" class driver's licence, with a demonstrated safe driving record.</li> </ul>

Skills	<ul style="list-style-type: none"> <li>• Strong skills in the delivery of exceptional customer service.</li> <li>• High level interpersonal skills with the ability to influence both internal and external stakeholders, building relationships and networks to secure outcomes.</li> <li>• High level administration skills.</li> <li>• Strong problem solving and negotiation skills.</li> <li>• Good organisational skills with the ability to manage multiple tasks and produce high quality work.</li> </ul> <p>Proficient computer literacy skills, operating MS office suite including basic trouble shooting skills.</p>
Behaviours	<ul style="list-style-type: none"> <li>• Willingness to attend meetings and events where intra state and overnight travel is required along with some out of business hours work.</li> <li>• Create a culture of partnership and collaboration within the organisation and with external stakeholders.</li> <li>• Provide expert advice, insights, and recommendations that contribute to positive outcomes.</li> <li>• Deliver on own commitments and accountabilities.</li> <li>• Incorporate future thinking into planning and develop innovative approaches to achieve long-term objectives.</li> <li>• Champion a culture of continuous improvement and foster innovation in service delivery.</li> <li>• Show an awareness of the principles of Workplace Health &amp; Safety and apply them by taking care and being alert about issues in the workplace.</li> <li>• Foster a culture of openness and support regarding mental health and well-being, encouraging employees to seek help when needed.</li> </ul>
Values	<p>Ability to demonstrate and apply WALGA's values.</p> <ul style="list-style-type: none"> <li>○ <b>Respect</b> - We act honestly, with integrity and respect</li> <li>○ <b>Excellence</b> - We strive for excellence and an environment of continuous improvement</li> <li>○ <b>Accountability</b> - We take responsibility and work openly and transparently</li> <li>○ <b>Collaboration</b> - We value strong relationships and partnerships</li> <li>○ <b>Curiosity</b> - We encourage a spirit of enquiry, and an Innovation mindset</li> </ul>