

Position Description

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

Team Overview

This position sits within the Commercial Development Team who are responsible for enhancing the Preferred Supplier Program (PSP) with new suppliers and the initiation of new commercial opportunities for WALGA.

Position Purpose

The Contract Officer Commercial Development supports the administration of tenders for WALGA's Preferred Supplier Program (PSP). The role is responsible for procurement planning, coordinating tender open periods, and supporting the evaluation, contracting, and debriefing of submissions. The position also contributes to the development of new commercial initiatives that strengthen the PSP and support the delivery of sustainable revenue streams for WALGA.

Key Accountabilities

Preferred Supplier Development and Implementation	<ul style="list-style-type: none"> • Receive, record and maintain accurate information relating to prospective suppliers, including enquiries and endorsements. • Act as the first point of contact for prospective suppliers, providing clear guidance on eligibility requirements, application steps and expectations. • Support prospective suppliers through the early stages of the application and tender process, including system requirements and documentation standards. • Undertake procurement planning tasks related to PSP tenders and coordinate administration of open tender processes. • Coordinate evaluation process and contribute to the assessment of tenderer submissions. • Prepare contract documentation and support contract administration. • Deliver tender debriefs, providing constructive and supportive feedback to suppliers on unsuccessful submissions and guidance to strengthen future applications.
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	<ul style="list-style-type: none"> • Maintain high quality records, templates and documentation to ensure consistency, compliance and streamlined workflows.
Business Development	<ul style="list-style-type: none"> • Assist with the administration and coordination of tasks associated with commercial initiatives including those outside the framework of the Preferred Supplier Program. • Support the identification of market trends and emerging products and services. • Participation in the scoping design and development of new commercial initiatives. • Provide information and insights to support advocacy and communication activities relating to commercial development.
Supplier Relationship Management	<ul style="list-style-type: none"> • Build and proactively maintain positive and professional relationships with current and prospective suppliers and Member Local Governments. • Provide consistent and accurate advice to support supplier readiness, compliance and understanding of WALGA requirements. • Manage regular communications with key suppliers and stakeholders. • Identify opportunities to strengthen supplier experience and streamline communication channels.
Administration	<ul style="list-style-type: none"> • Use tendering systems, CRM tools and Adobe e-sign platforms to support accurate contract and supplier administration. • Identify minor process or documentation improvements that enhance clarity, reduce duplication and support easier day-to-day administration. • Maintain high standards of data integrity by ensuring all supplier records, documents and system entries are current, and accurate.

Key Relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Escalate issues, make recommendations for improvement and provide updates. • Report on workflow progress. • Provide expert advice and contribute to decision making • Identify emerging issues/risks and their implications and propose solutions.
Team	<ul style="list-style-type: none"> • Support a positive culture and workplace environment through teamwork, sharing knowledge and supporting colleagues.

Stakeholders	<ul style="list-style-type: none"> • Provide high level of customer service and seek support to manage expectations and resolve issues. • Optimise engagement to achieve defined outcomes. • Manage expectations and resolve issues.
External	
Stakeholders	<ul style="list-style-type: none"> • Establish professional networks and relationships to ensure currency of knowledge • Manage expectations and resolve issues. • Communicate needs, facilitate routine business transactions. • Maintain active and positive relationships Local Government officers • Monitor, direct and address enquiries.
Supplier/Service Providers and Consultants	<ul style="list-style-type: none"> • Manage expectations and resolve issues with successful tenderers through contracting processes • Communicate needs, facilitate routine business transactions and resolve issues.

Key Competencies

Knowledge and Experience	<ul style="list-style-type: none"> • Demonstrated experience in administering tender and and procurement processes. • Knowledge of tender evaluations and contracting processes. • Experience in relationship management and engagement with external stakeholders. • Local Government sector knowledge and experience (desirable). • Relevant tertiary qualifications in business and procurement related disciplines (desirable).
Skills	<ul style="list-style-type: none"> • High level administrative skills, including the accurate preparation, coordination and maintenance of documentation in line with governance, compliance and confidentiality requirements. • Strong capability in Microsoft 365 applications including utilising web-based applications and online tools. • Well-developed oral and written communication skills, with the ability to communicate clearly and effectively with internal and external stakeholders. • High attention to detail, ensuring accuracy and consistency. • Effective stakeholder engagement and consultation skills. • Well developed organisational skills, with the ability to manage multiple tasks and competing priorities while producing accurate, high quality work. • Ability to be proactive and creative in responding to problems, changes and emerging challenges.

Behaviours	<ul style="list-style-type: none"> • Demonstrate integrity and professionalism within WALGA and in dealings external to WALGA Deliver on own commitments and accountabilities. • Seeks opportunities to foster collaboration beyond immediate work groups or teams. • Support others in achieving their goals by encouraging communication, collaboration and shared decision making • Listen to, collect and respond constructively to stakeholder feedback • Maintain a positive and solutions-oriented mindset in the face of adversity • Identify opportunities and implement initiatives for ongoing improvement • Uses a customer-centric approach to anticipate and meet the evolving needs of members and stakeholders • Listens to, collects and responds to member and stakeholder feedback. • Show an awareness around the principles of Workplace Health and Safety initiatives and apply them by taking care and being alert around issues in the workplace. • Contribute to a culture of openness and support regarding mental health and well-being, encouraging employees to seek help when needed.
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