



Job Profile

Team Manager Contract Management Support Services

Group: People & Governance

Job Summary

To be completed by People and Culture team			
Job Family	Supply Chain & Procurement	Career Stage	E
Job Function	Contract and Supplier Relationship Management	Career Stream	Professional
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	ICE	Last Modified Date	30/12/2024
To be completed by Manager ~ (Team Size relates to People Leadership)			
Work Environment	Hybrid	Team Size	10
People Leader	Yes	Indirect Team Size	

Who we are.

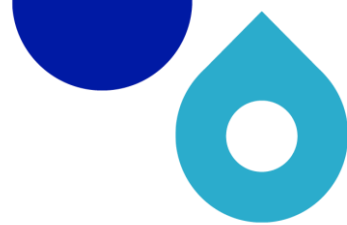
At Sydney Water, we exist for our customers. We're more than 3,500 people working together, striving to do more and be better—better for the environment, our customers, our people, and our water. Our people are passionate about working together, and driving agility, accountability, innovation, sustainability, and exceptional customer experiences.

Sydney Water is the main provider of water, wastewater, recycled water, and stormwater services in Greater Sydney. Our employees are dedicated to our customers, ensuring services are reliable and affordable, we are proactive and easy to engage with, forward-thinking, and environmentally focused.

Working with us means helping to provide essential services, safeguarding Sydney's future with a sustainable water supply, and protecting our iconic waterways. Our strategy guides our journey to enhance customer outcomes and continue delivering robust services to our city into the future.

Job Purpose

The role manages a centralised contract management administrative team which provides specialist admin support for contract managers, including the Business Connect Contract Manager, who has responsibility for a portfolio of contracts, as well as other Contract Managers across Sydney Water. The position partners closely with the strategic procurement function to drive the maturity of the contract management model in Sydney Water, by collaborating with business stakeholders to identify contracts with high administrative activities, using Ariba & SAP to drive best practice contract management and supplier performance.



Job Specific	• Management and control of accurate and timely contract admin processing for Sydney Water, ensuring contract management support meets all risk, audit, compliance and service requirements. • Manage the performance of the team against key KPIs such as, but not limited to, PO after invoice, on time payments. • Oversee the effective and efficient management of escalated contract admin enquiries, whilst meeting agreed Service Level Agreements (SLAs). • Monitor and report on effectiveness of business outcomes in area of accountability. • Manage workforce resource requirements and allocate team resources appropriately to manage variable volumes of work. • Provide training and coaching to ensure the team is well-equipped to confidently perform all required work, including high quality customer focused service capability. • Measure and monitor the performance of the team and take proactive actions when performance is not meeting SLAs, KPIs and/or signature behaviour levels. • Drive continuous improvement initiatives, challenge existing processes and promote this continuous improvement mindset amongst the team. • Manage contract administration accountabilities including, but not limited to; contract creations, updates / changes, appraisals, variations, payment schedules, closures, and contract expiry management. • Measure and monitor the performance of the team and take proactive actions when performance is not meeting SLAs, KPIs and/or signature behaviour levels. • Create, update, and manage work instructions, procedures, and processes to ensure same ways of working across the team. • Facilitate training, pertaining to technical and system accountabilities of the role. • Support customers to ensure effective operational delivery and understanding of contract management ways of working. • Systems • SAP S/4 HANA and SAP Ariba • Workflow case management tool - oversee the effective handling of tickets within the team. • Knowledge Management Tools - provide feedback on clients' use of self-service tools and identify ways to improve content and the tool. • New systems as deployed and used to perform this function. • Process • Compliance with Sydney Water procurement & contract management policies, procedures and processes • Business Connect procedures and processes. • Requisition to Pay (R2P), Source-to-Contract (S2C).
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Role Requirements



Education / Qualifications

Required	Degree in Procurement or related area or equivalent business experience
Desired	Professional Procurement (e.g. CIPS) qualification

Certifications / Licences

Required	
Desired	

Experience

Required	- Outstanding stakeholder capabilities – ability to engage, build rapport, liaise, and advocate contract management processes. - Ability to manage a team to deliver high quality services and provide excellent customer service. - Highly effective people management, stakeholder management and influencing skills. - High level of proficiency in SAP ARIBA and S/4 HANA. - Demonstrated ability to drive process improvement in with measurable results. - Ability to plan, prioritise and meet deadlines. - Ability to manage organisational and cultural change promoting a positive workplace culture and help the team achieve its purpose. - Ability to draw insights from data analysis, gather and present metrics to stakeholders. - Proven understanding of Procurement and Contracts Standards and procedures as well as Financial Delegation 5+ years' experience, with a minimum of 3 years in a team leader/ manager role leading a team in the delivery of operational and transactional processes in a large organisation.
Desired	Shared services experience.

Capabilities and Skills

The capability and skill requirements for this role are identified in the skills profile listed below. This is comprised of Enterprise Capabilities, that are essential for all roles and functional skills, which are specific to each role.

Enterprise Capabilities (F-H)			
Capability	Descriptor		
Accountability	Sets direction and motivates others to hold themselves accountable for achieving goals. Leads by example, collaborates, and sets a high standard for accountability and commitment.		
Agility	Creates team culture to encourage agile ways of thinking and working. Role models flexibility and adaptability in teams/business areas.		
Innovation	Improves or adapts existing methods and processes to achieve greater value. Manages risks, is open to and shares lessons learnt with others.		
Functional Skills			
Skill	Priority	Essential or Desirable	Proficiency level
Contract Management	1	Essential	Advanced
Financial Acumen	2	Essential	Advanced
Critical Thinking	3	Essential	Advanced
Strategic Planning	4	Essential	Advanced
Stakeholder Management	5	Essential	Advanced
Contract Negotiation	6	Essential	Advanced
Risk Management	7	Essential	Advanced
Process Improvement	8	Desirable	Intermediate
Change Management	9	Desirable	Intermediate
Contract Management	1	Essential	Advanced
Proficiency Level Descriptors			
Developing - Building practical experience, needs continued coaching.			
Intermediate - Independent execution, minimal guidance.			
Advanced - Fully independent execution, coaches' others.			
Mastery - Strategic, sought as expert internally and externally.			

Sydney Water takes the safe provision of its services to the public and the protection of its information assets extremely seriously. As a Sydney Water employee, you are required to understand your obligations under the [Acceptable Use of Information Technology Policy](#) and how Sydney Water's Information Technology is to be used. You must also help keep your workplace secure by ensuring you do not enable non-authorised people access to sites, maintain the integrity of locked entries and exits, and where appropriate, alarms being engaged.

Sydney Water requires all users to embrace and adhere to all enterprise and protective security policies, awareness programs and frameworks for Sydney Water assets.