

Role Statement



TITLE OF POSITION: Manager, Contracts and Compliance

CLASSIFICATION LEVEL: MAS3 (Temporary up to 2 years)

Organisation Overview

The Department of Planning, Transport and Infrastructure (DPTI) serves the South Australian community by providing safe, effective and efficient planning, transport and infrastructure networks across the state and facilitating development of the State's Infrastructure, in accordance with South Australia's Strategic Plan and the State Infrastructure Plan.

DPTI is a values based organisation and relies on its people to live the values through positive behaviours to improve outcomes for employees and all South Australians.

By working together we capitalise on a unique and powerful opportunity – to connect with every part of our community and deliver positive outcomes every day.

Division

The Development Division comprises four directorates: Planning and Development, Architecture & Built Environment, Recreation and Sport and Property.

This role belongs to the Office of the Registrar-General, within the Property Directorate which focuses on the key objectives of driving Strategic Outcomes, Excellence in Service Delivery and Continuous Improvement.

Role Overview

This role is within the Registrar-General's office, which is responsible for administering land services and guaranteeing the system of land titling in South Australia.

The Registrar-General is responsible for, and the oversight of, the Service Provider and the relationship between the State and the Service Provider.

This is a critical and key role for the Land Services Commercialisation and will operate in an environment of complexity between the Service Provider and the State.

The Manager, Contracts and Compliance will report directly to the Registrar-General and be responsible for the effective leadership of the Contract and Compliance unit and the provision of specialist contract management advice.

The Manager, Contracts and Compliance will provide leadership and direction to staff within the Contracts and Compliance unit and will be responsible for ensuring effective and compliant contract management strategies, directions, notices, actions and escalation channels are implemented and coordinated to meet the obligations of the State in regards to the Land Services Agreement with the Service Provider.

This role is fundamental to the ongoing contractual relationship with the Service Provider

Directorate: Property
Position Number:
ANZCO Code:
Location:



Government of South Australia
Department of Planning,
Transport and Infrastructure

and the compliance framework established through the monitoring and accountability of Service Providers performance.

Key Outcomes of the Role

The Manager, Contracts and Compliance is required to undertake a wide range of activities which may include, but is not limited to, all or any of the following:

- a. Contract Manager for day to day matters between the State and Service Provider
- b. Manage governance committee & sub-governance committees
- c. Management of Service Change requests
- d. Establish and maintain appropriate controls for reporting the Service Providers performance and ensuring regular engagement with the Service Provider on performance compliance
- e. Ensure enhancement of contract visibility, control & the mitigating of risks
- f. Preparation of contract management advice and reports that identify emerging and legal contractual risks and issues and associated resolution or mitigation
- g. Support the external audit process and provide advice on records retention as required to be compliant with government policy; assist with the development of policies as required to cover gaps highlighted during compliance reviews
- h. Management of Service Fee payments – ensuring monthly reconciliation of Service Fee against Service Provider invoice and actual volumes
- i. Management of Penalty and Rebate regime
- j. Regulate and oversee Value Added Reseller Access regime
- k. Monitoring and reporting of Service Provider's business plans and strategies
- l. Work with Service Provider on development and contribution of project specific components of the Operations Manual as applicable to Contracts and Compliance (ensuring sound understanding of business processes)
- m. Oversee New Product Approval giving consideration to national interest and privacy matters
- n. Manage transition to the Service Provider, considering business processes and HR separation matters
- o. Manage 6 monthly Audit (financial true-up, process, controls, performance etc.)
- p. Resolve complex issues with innovative solutions that are consistent with Agency objectives.
- q. Leading, where required, high level research and analysis of complex and sensitive issues and/or policies.
- r. Contributing to a high standard of customer service for internal and external clients and quality management and risk.

Special Conditions and Essential Requirements

- a. This role has been classified as a position of trust. The incumbent is subject to a satisfactory criminal history / record check in line with departmental policies and procedures.

- b. Some intrastate/interstate travel with overnight absences may be required.
- c. Some out of hours work will be required.
- d. Extensive experience in managing governance committee and sub-governance committees
- e. Extensive experience in contract risk management along with formulation of appropriate risk mitigation mechanisms
- f. A good understanding of quality assurance and quality management particularly in relation to document management, record keeping, audit and review of processes

Qualifications / Licences

- a. Desirable - Qualification in Accounting
 - Knowledge of Land Services

Person Capabilities

- a. Demonstrated understanding of Aboriginal and Torres Strait Islander peoples' cultures and social issues, with the ability to recognise and address barriers to Aboriginal and Torres Strait Islander people's participation in departmental policies, programs and services.
- b. Well-developed planning and organising skills including the ability to plan, program and coordinate work to meet priorities and deadlines.
- c. High level interpersonal skills that demonstrate the ability to work effectively, and negotiate with, internal and external customers, stakeholders and the Service Provider.
- d. Ability to exercise initiative and judgement to make sound and timely decisions.
- e. Takes a can do approach to all key tasks.
- f. Facilitates DPTI's cultural change by leading, modelling and engaging the workforce to embrace and exhibit the DPTI values and behaviours including:
 - i. **Collaboration** – “At DPTI we work collaboratively as one team to serve the South Australian Community. This means our diversified teams work together to achieve our shared goals.”
 - ii. **Honesty** – “At DPTI we are honest, open and act with integrity. This means we are truthful, sincere and transparent in our decision making and act at all times in such a way as to uphold the trust of the people we work with.”
 - iii. **Excellence** – “At DPTI we are committed to excellence in everything we do. This means we use our energy, skills and resources to make whatever we're doing the best. We are committed to ensuring the Health and Safety of our employees and customers.”
 - iv. **Enjoyment** – “At DPTI we enjoy our work and recognise our success. This means we have fun at work, celebrate our achievements and foster an environment where our people can thrive”.
 - v. **Respect** – “At DPTI we respect, understand and value ourselves and every person in our business. This means we listen, embrace diversity

in others and have a consistent application in our approach to one another.”

- g. Drives a culture of integrity, professional accountability and diversity across the department and across government, and through community interactions in line with the SA Government's Code of Ethics and the Equal Employment Opportunity Act 1987.
- h. Drives a culture of commitment and accountability in the implementation of the Premier’s Safety and Wellbeing Declaration and requirements of the Work Health and Safety Act 2012, utilising AS/NZS ISO31000:2009 Risk Management or equivalent.
- i. Delivers customer focused and strategically aligned services and practices and engages with stakeholders to successfully negotiate sensitive, critical or complex matters.
- j. An ability to analyse and resolve problems and provide concise, informed practical advice.
- k. An ability to plan, manage and coordinate functions associated with complex projects including the development and monitoring of contract and risk management strategies and consideration of operational, political, financial and strategic issues
- l. Demonstrates ability to act with urgency, apply and advise on broad discipline knowledge, formulate and suggest practical and innovative solutions, implement change and mitigate risk.
- m. Self motivated, innovative and have the ability to undertake tasks and activities with broad direction through the use of initiative and sound judgement and the ability to respond flexibly and pro-actively to changing priorities and a dynamic work environment.
- n. An ability to apply high level oral and written communications skills in the delivery of quality reports and advice to senior government officers and other project stakeholders at all levels
- o. Proven ability to work under broad direction in initiating, planning and delivering significant programs of work and providing timely, concise written and verbal communications to people at all levels.
- p. The incumbent will be required to participate in the organisation’s Performance Review and Development Program which will include regular review of the incumbent’s performance against the responsibilities and key result areas associated with their position.

Delegate Approval

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Name

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Signature

Date: / /