

Directorate:	Operations	Department:	Facilities
Position Grade:	Grade 14	Reports to:	Coordinator Contracts and Building Services
Last review:	January 2024	Next review:	January 2026
		Version No.:	2.0

Position purpose:

To provide high level support and assisting with the effective development, documentation and implementation of facilities contracts, daily operations and requirement in meet the requirements of the project delivery in a timely manner and in accordance with the Local Government Act 1993 and the Local Government (General) Regulation 2021.

The Facilities Contracts Officer is responsible for providing procurement support for all Operations tendering and contract management for Building Services with regards to goods and services that are to be delivered for Council.

Key accountabilities/responsibilities:

Responsible for supporting the Facilities Contracts Management Team on:

1. Compilation and review of detailed specifications and associated documentation to test the market for various facilities contracts and building services for example such as Electrical, Cleaning & Security.
2. Develop, assist and support in tendering and contracting activities, including:
 - Interpret and explain contract requirements, and terms and conditions to stakeholders to support compliance with statutory and policy requirements and inform decision-making.
 - Assist and support the Facilities Contracts and Building Services Coordinator to develop, monitor and review contract and tendering procedures, and implement recommendations for improvement.
 - Create and update an Operations Asset Registers for key services at all building locations.
 - Develop facilities performance reporting in line with stakeholder requirements and compliance requirements.
 - Actively ensure the Procurement Policy is adhered too, to ensure compliance and ensure that appropriate records are stored in the relevant locations.
 - Compilation and review of detailed specifications and associated documentation to test the market for various contracts.
 - Provide support to administer the tender and procurement process in accordance with relevant legislation and Council policy, including conducting regular audits to ensure compliance.
 - Carry out scheduled contractor reviews to assess performance against set KPI's for all contractors to ensure contract deliverables are being met.
 - Create and oversee related registers for contracts managed within the Directorate at all building locations.
 - Carry out scheduled contractor reviews to assess performance against set KPI's for all contractors to ensure contract deliverables are being met.
 - Follow Council's policies and procedures when carrying out work to ensure risks are managed by reporting all incidents, risks and issues to Management on a timely manner.
 - Arrange the signing of contract documents.
3. Provide assistance to staff in the monitoring and evaluation of contractor performance, and review of key performance indicators and report to the Coordinator as required for the provision of reports for management and Council consideration.
4. Contribute to the development and implementations of contract management plans and processes by sourcing documents and established contracts, as well as monitoring performance and addressing non-performance, to achieve the required contract outcomes.
5. Support the Facilities Contracts team to establish and maintain stakeholder and supplier relationships to

identify and minimise risk and maximise the value from the contract.

6. Gather and collate information for, and prepare documentation and reports on business unit performance, as well as make recommendations to improve efficiency, cost management and service delivery.
7. Provide administrative support to Facilities Contracts and Building Services Coordinator and Facilities Manager as required.
8. Other duties as directed.

Decisions made in the position:

1. Decisions within delegated authority
2. All matters in relation to the day-to-day management of procurement support.

Decisions referred:

1. Matters which have an impact beyond procurement support.
2. Decisions to terminate or suspend contracts.
3. Decisions to suspend or terminate staff.
4. Decisions outside delegated authority.

Key issues/challenges:

1. Explaining contract requirements, terms and conditions and the need for compliance in a meaningful way to stakeholders, given the complexity of many contracts and the diverse needs of stakeholders
2. Applying required administrative processes and effectively monitoring contract performance against agreed terms, given the high volume of contracts being administered
3. Delivering quality administrative services and negotiating workable timeframes, given competing client demands and priorities, the need to address unforeseen issues, the high volume of work and the need to work independently.
4. Work across multiple projects whilst maintaining effective and responsive communications and support.
5. To provide efficient and effective procurement support that results in high level client satisfaction.
6. To support and as directed take lead in the end-to-end tender process in a professional, consistent, and transparent manner.
7. Manage and prioritise multiple tasks, ensuring that key deadlines are met.
8. Ensuring clients and tenderers understand and observe Council policies and procedures and the Local Government (General) Regulation 2021 for the tendering process.

Key working relationships:

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| <ul style="list-style-type: none"> ▪ Internal/external stakeholders ▪ Procurement Business Partner ▪ Facilities Contracts and Building Services ▪ Facilities Manager ▪ Director Operations ▪ Suppliers, Contractors, Consultants | <ul style="list-style-type: none"> ▪ Facilities Cleaning Team Leader ▪ Executive Services ▪ General Counsel, Manager Governance, Legal and Procurement ▪ Finance |
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POSITION SPECIFICATION

Whilst the criteria described below is indicative of the nature of this role, for the purpose of this hiring process please only address the selection criteria listed in the job application.

ESSENTIAL CRITERIA

Qualifications/Licences

- Appropriate qualifications relevant to purchasing or contract related certification or similar from a University, TAFE, recognised industry body and/or equivalent.
- Professional experience and exposure to assets/facilities management/community and commercial agreements and demonstrated capability to undertake assigned responsibilities. Minimum 5 years of relevant work or similar
- At least four (4) years minimum experience public facing position, multifaceted environment with extensive experiences in implementation of contracts, license agreements.
- Demonstrated exposure to a diversified business area with budgets and targets that are required to be met.
- Current Class C Drivers Licence.

Experience

- Demonstrated experience in the execution and administration of the tendering process.
- Demonstrated experience in contract administration and management.
- Demonstrated experience in providing procurement advice and guidance to clients on tendering and contract processes.
- Demonstrated experience in the application of the Local Government Act and Local Government (General)
- Regulation or demonstrated ability to acquire the knowledge and skills required.
- Demonstrated experience in building and maintain effective working relationships

Knowledge and Skills

- Demonstrated strong analytical skills, attention to detail and excellent time management skills.
- Proven ability to cope with high volume workloads in a complex environment.
- Proven professionalism and discretion in dealing with confidential or sensitive information.
- Demonstrated ability to communicate clearly and effectively both verbally and in written form with internal and external customers.
- Understanding of and ability to manipulate and extract information from databases.
- Proven exceptional customer service skills with the ability to deal with sensitive matters and to apply effective conflict resolution skills.
- Demonstrated ability to follow instructions as required by Coordinator in a positive manner, ability to work independently and collaboratively, within and across teams to achieve agreed outcomes.
- High level proficiency in the use of the Microsoft Office suite of products; including word processing,

spreadsheets and databases as well as Council's systems (mapping systems and Intranet/Website).

- Knowledge and/or understanding of Property and/or Contract management, Procurement and Local Government Act and regulations.
- Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multi-cultural diversity

DESIRABLE CRITERIA

Qualifications/Licences/Experience/Knowledge and Skills

- Local Government experience will be highly regarded.
- Evidence of working within organisations with a complex organisational design.
- Experience with Council systems such as Technology One, TRIM and Pathways.

CORPORATE VALUES

This section does NOT need to be addressed in any application for this position.

You will be able to demonstrate the ability to use Liverpool City Council's Corporate Values as an integral component of your position within the organisation.

It is expected that every action you take, as a representative of Liverpool City Council will be underpinned by a commitment and belief in our Corporate Values.

Specific requirements are:

1. Value Staff

At Liverpool City Council we value staff by working to enable the recognition of staff performance, encouraging and supporting career development and providing continuous learning. We also recruit competent staff willing to adhere to our values while pro-actively retaining good staff.

2. Work Together

At Liverpool City Council we work together by contributing towards the team goals of the unit as identified in the work plans and assisting other team members through co-operative work ethics. We also actively help other units and staff across the organisation.

3. Respect People

At Liverpool City Council we respect people by encouraging an honest, courteous, ethical, fair and equitable workplace. Understanding cultural diversity issues and valuing the views of other people is also an important component.

4. Communicate Effectively

At Liverpool City Council we communicate effectively by providing open, accessible and honest communication with all stakeholders. We also ensure all stakeholders have necessary information at their disposal.

5. Show Leadership at all Levels

At Liverpool City Council we show leadership at all levels by being pro-active in our approach in providing excellent levels of internal and external customer service, leading by example and showing initiative and innovation.

**LIVERPOOL
CITY
COUNCIL**



Our vision:

**Aspiring to do great things – for ourselves,
our community and our growing city.**

Our values:

Ambitious

Authentic

Collaborative

Courageous

Decisive

Generous