

Position description

Position	Contracts Specialist
Group	Telecommunications
Reports to	Senior Contracts Manager - Telco
Location	1010 La Trobe Street Docklands Victoria
Date	September 2021
Tenure	Permanent full-time

Our organisation

VicTrack owns Victoria's rail transport land, assets and infrastructure. We work to protect and grow the value of the portfolio, to support a thriving transport system and make travel and living better for all Victorians. With much of our asset portfolio dedicated to rail transport – our land, infrastructure, trams, trains and telecommunication networks – our focus is on strategic asset management and supporting the delivery of better transport solutions.

Whether we're planning and managing the use of transport land, upgrading the telecommunication network or partnering on major infrastructure projects, our job is to ensure the state's assets continue to serve Victoria now and well into the future.

Our core functions include:

- delivering telecommunications infrastructure and services that form the backbone of the transport network from signalling, driver communications, public information displays and myki ticketing
- managing land set aside for transport purposes, including the development and sale of land no longer required for transport to optimise its use
- generating income through land sales and commercial leases that is reinvested into the state's transport system
- providing project management, engineering and construction services to deliver a range of government transport projects from Victoria's Big Build to station and car park upgrades
- managing transport facilities and assets, including the open access Dynon Rail Freight Terminal, heritage buildings and environmental preservation.

VicTrack's Telecommunications Network is deemed 'vital critical infrastructure' – being of state significance and therefore critical to the continuity of the supply of essential services to the state, and to the overall economic and social wellbeing of Victorians.

VicTrack is the custodial owner of most of Victoria's tourist and heritage assets and performs the role of Tourist and Heritage Registrar.

Our business groups

Our business is made up of three specialist delivery groups – Property, Telecommunications and Project Delivery – supported by Business Services and the Office of the Chief Executive.

Our vision

As a part of the transport portfolio, we share a common vision as defined in the *Transport Integration Act 2010*:

“To meet the aspirations of Victorians for an integrated and sustainable transport system that contributes to an inclusive, prosperous and environmentally responsible state”.

In realising this vision, we are working towards a transport system that promotes:

- social and economic inclusion
- economic prosperity
- environmental sustainability
- integration of transport and land use
- efficiency, coordination and reliability
- safety, health and wellbeing.

Our mission

To protect and grow our rail transport assets and drive reinvestment to service Victorians now and into the future.

Our values

- Professional – We make decisions with integrity and respect. By behaving professionally and ethically we win the trust of our colleagues, stakeholders and customers.
- Collaborate – We collaborate to get things done efficiently and effectively. We have greater opportunity through leveraging our collective knowledge, building stronger bonds and respecting each other.
- Achieve – We perform our roles with integrity and skill. We hold ourselves accountable for delivering what is needed and own both our successes and mistakes.
- Innovate – We embrace all new ideas that bring about change that adds value. We become more efficient, effective and competitive.

Dimensions

Reporting relationships

The Contracts Specialist will report to the Senior Contracts Manager - Telco within the Commercial team in Telecommunications.

Budget

N/A

Purpose of the position

The purpose of the role is to provide sound advice, commercial support and general contract management oversight and support across the Telecommunications contracts portfolio. This will require an in-depth understanding of the contracts, contract management, performance monitoring, evaluation and mitigation of commercial risks, spend analysis and stakeholder engagement.

Key accountabilities/functions

- Play a key role in the optimisation and management of the Telecommunications contract portfolio, including the roll out and execution of contract governance programs for assigned contracts.
- Contribute to the management of key contractual arrangements, including KPI monitoring, reporting, regular contract management meetings, contract renewals and extensions, compliance audits and contractor communications.
- Support the Senior Contracts Manager - Telco and other stakeholders on key commercial negotiations.
- Develop and manage the Telecommunications contracts register, contract reporting and procurement pipeline.
- Actively engage with key internal and external stakeholders to achieve optimal contract outcomes.
- Adhere with relevant governance and internal control requirements.
- Be responsible for conducting deep dive analysis relating to spend and performance metrics to proactively identify cost savings and translate efficiency opportunities.
- Manage key commercial documents to ensure accurate business records are maintained.
- Be a trusted advisor to the Telecommunications Group on contract set up and best practice contract management.
- Assist with the interface with procurement to provide appropriate inputs for sourcing activities (scope of work, business case analysis).

Customer focus

VicTrack staff practise customer focus by recognising the importance of valuing customers (internal and external) and ensuring that all activities are oriented towards meeting customer needs. We listen to customers about their expectations and focus on delivering solutions that address their needs. Customer focus also includes proactively seeking and acting on feedback to enhance the customer experience.

Safety and environmental responsibilities

Ensure safety and environmental instructions are adhered to and report any inappropriate practices and incidents. Comply with the *Occupational Health and Safety Act*, as it applies to self, tenants and customers, and environmental legislation in regard to preserving the environment.

Rail safety

All staff who may be required to come into contact with rail activity, including design work and the management of other staff, must:

- be responsible for their actions where those actions can in any way affect or compromise railway safety
- be aware of the railway safety requirements associated with their duties and responsibilities
- take whatever action is possible to prevent unsafe conditions and/or incidents
- report any railway safety problems/hazards to the Manager Safety
- safely access the rail corridor.

Individual attributes

Qualifications

- Tertiary qualification in Business, Law, Accounting or equivalent business/commercial related discipline is desirable

Knowledge and experience

- Minimum five years' experience in a similar role
- Demonstrated experience with full lifecycle contract management
- Experience in a government department or large corporate environment is desirable
- Telecommunications industry experience is desirable

Skills

- Sound understanding of the contract lifecycle
- Well-developed understanding of commercial risks associated with contract management, including experience in implementing mitigation strategies
- Highly developed capacity to work collaboratively with diverse range of stakeholders
- Strong communication and stakeholder management skills
- Demonstrated ability to adapt to shifting priorities and demanding timelines
- Strong commercial, financial and legal analytical skills, attention to detail and ability to think strategically
- High competency level in MS Excel and Word

Interpersonal and other features

Internal relationships

- All VicTrack employees

External relationships

- Government departments and agencies
- All VicTrack customers
- Suppliers