

Position description

Position title	Contracts Manager
Position number	200920, 201095
Classification level	E
Group	Telecommunications
Reports to	Senior Contracts Manager - Telco
Location	1010 La Trobe Street Docklands Victoria
Date	January 2026
Tenure	Permanent full-time

Our organisation

VicTrack is custodial owner of 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 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 two specialist delivery groups – Property and Telecommunications – supported by Corporate 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 Manager reports directly to the Senior Contracts Manager - Telco within the Commercial team in Telecommunications.

Budget

N/A

Purpose of the position

The Contracts Manager will work closely with key internal stakeholders such as Legal, Procurement and Finance to implement, manage and continuously improve commercial and contract management across the Telecommunications portfolio to ensure compliance with VicTrack and Victorian Government Purchasing Board (VGPB) Contract Management policies.

Key accountabilities/functions

Contracts management

- Lead the implementation and management of strategic and complex contractual arrangements, including:
 - contract management (setup, management and close out),
 - KPI monitoring
 - regular contract management/governance meetings
 - escalation and dispute management
 - reporting to meet contractual, VicTrack or VGPB policy requirements
 - manage contract files (including contract management plans)
 - enforcement of contract obligations
 - compliance audits.
- Lead commercial negotiations of medium to high complexity contracts with suppliers and customers (as applicable).
- Provide commercial and contractual insights into bids and similar revenue facing opportunities (as applicable to portfolio).
- With guidance from Legal, prepare contract variations, letters, documentation, correspondence as required to support ongoing management of the contract.
- Manage contract extensions for assigned contracts, and support business led contract renewals.
- Identify potential contractual risks and work with business units to develop and implement mitigation strategies. Ensure contracts adhere to legal and regulatory requirements.
- Identify, capture and document contract savings and cost avoidance.

Sourcing

- Contribute to Procurement and business led sourcing projects by providing advice and guidance on issues that may affect the operation of the contract, including business case development, assessing contract departures and commercial risks, and ensuring all contract management requirements are captured.

Systems and data

- Be a subject matter expert and trusted advisor on systems and processes that support contract management and procurement.
- Maintain accurate contract data and metadata in finance system for assigned contracts.

Stakeholder management

- Be a trusted advisor to the Telecommunications Group on best practice contract management.
- Build and maintain strong relationships with internal and external stakeholders, including senior representatives of vendors, customers, and other VicTrack departments.
- Coach Contracts Specialists as directed by the Senior Contracts Manager - Telco.
- Drive an uplift in contract management maturity across the Telecommunications/IT&D groups.

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 qualified in Business, Law, Accounting or equivalent business/commercial related discipline
- Professional accreditation (e.g. CIPSA, IACCM) (desirable)

Knowledge and experience

- Proven experience (7-10 years) in a similar role
- Demonstrated capability to develop new processes and procedures
- Significant contract management experience
- Knowledge of Telecommunications and/or ICT industry is desirable
- Knowledge of VGPB requirements as they relate to contract management and/or Victorian Government procurement experience (highly desirable)
- People leadership experience (or capability to do so) is desirable

Skills

- Strong understanding of contract law and principles, including ability to review and draft a range of complex contractual and business documents
- Organisational skills to manage multiple contracts and deadlines
- Able to balance a need for attention to detail, with ability to think strategically
- Highly developed commercial skills, with experience in a diverse range of contract models, including sales and procurement

- Strong communication (both written and verbal), project management and stakeholder management skills
- Ability to deliver high level presentations to a diverse range of stakeholders including internal and external senior management
- Strong business/commercial acumen
- Ability to develop complex negotiation strategies and conduct complex negotiations at a senior level

Interpersonal and other features

Internal relationships

- All VicTrack employees

External relationships

- Government departments and agencies
- All VicTrack customers
- Suppliers