

POSITION DESCRIPTION

JOB TITLE	Manager - Contracts
REPORTS TO	Senior Manager - Commissioning and Development
DIRECT REPORTS	Specialists – Contracts Coordinators - Contracts Officer – Contracts
DATE	01/08/2026
CLASSIFICATION LEVEL	6

ORGANISATIONAL CONTEXT

Our employees are supported to utilise the breadth of their skills and expertise in achieving the organisation's goals.

Our employees are community focussed, embrace change, are agile and are solution focused.

Our employees are committed to our organisational values that guide our decision making and behaviours.



POSITION OBJECTIVE

Lead the day-to day monitoring and evaluation of WentWest's commissioned services by setting clear expectations, strengthening consistent practice, provides subject matter expertise across the organisation, enabling WentWest to deliver high-quality, value for money and co-designed services through consistent, accurate, equitable and timely contract management.

KEY STAKEHOLDERS

External Stakeholders	Internal Stakeholders	Individual Teams
Department of Health Local Health Districts NSW Health Allied Health providers Commissioned Service Provider Other PHNS Other government organisations as required	Senior Leaders Managers Program Leads As required	Commissioning and Finance Quality & Governance HIU Provider Relationship Integration and Partnerships Strategic Insights and Engagement As required

KEY RESPONSIBILITIES

Contract Monitoring

- Maintain expertise in all WentWest contract types and enhance internal capability and capacity for contract monitoring and management, with a focus on evaluating provider performance, contract risk, value for money, and outcomes for Western Sydney community.

- Support and advise team members and WentWest staff more broadly in the development and implementation of consistent contract management processes.
- Work collaboratively across the organisation to support the effective delivery of contracts
- Oversee performance monitoring and compliance evaluation of service provider contracts to meet internal and external requirements
- Monitor known and emerging risks and manage escalated complaints against providers
- Monitor and manage a portfolio of high-stakes contracts
- Develop and execute project plans, collaborating closely with the required stakeholders, to ensure all phases are completed on time, within budget, and to high quality
- Maintain a fit-for purpose contract management software system and processes, ensuring continuous improvement, upskilling of staff, and effective and consistent use of tools and templates
- Build and maintain a high-performing team that is accountable, engaged and aligned to organisational, commissioning & finance priorities

Team Leadership

- Provide effective team leadership, mentorship and development opportunities to team members, building capability, accountability, and consistent delivery of the contracts function.
- Drive continuous improvement of contract management processes, provider performance monitoring and reporting to support consistent and high quality delivery.
- Cultivate strong and productive relationships with other teams across the organisation, fostering collaboration and synergy
- Be a positive role model for staff, ensuring high levels of staff engagement and productivity
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Other Responsibilities

- Fulfil additional tasks as reasonably requested, ensuring alignment to broader organisational goals and directives, governance requirements, and agreed priorities.
- Uphold 'best practice' standards in all areas of responsibility, ensuring excellence and efficiency
- Abide by all organisational policies and procedures, contributing to a culture of compliance and integrity
- Prioritise safety of yourself and others in accordance with WentWest's Workplace Health and Safety (WHS) policies and the Workplace Health and Safety Act 2011

Culture - Contribute to a constructive workplace culture and a safe workplace. Model the organisation's CORE values and ensure all workplace conduct is consistent with the behaviours associated with those values and the WentWest Code of Conduct.

Finance and Resources - Manage allocated finance and resources efficiently and effectively in accordance with the WentWest Delegations Manual (and supporting corporate policies and documentation). This may include, but not be limited to, management of an allocated budget, corporate records, intellectual property and personnel records and include the correct retention of data and records.

WentWest is an evolving organisation of continual improvement. The role scope described is intended as a guide to the responsibilities.

ADDITIONAL REQUIREMENTS AND TRAVEL REQUIRED

- Occasional travel across Western Sydney to fulfil the requirements of the role
- Some out of hours work on evenings and weekends will be required for events, meetings or conferences etc.
- Some overnight travel within the Western Sydney area, interstate and/or overseas travel may be required for conferences or meetings

Note: Out of hours work should be managed in accordance with WentWest's Flexible Work Policy and employees' hours should be adjusted flexibly to accommodate hours worked outside of core business.

MANAGEMENT SYSTEM – QUALITY AND INFORMATION SECURITY

- Ongoing compliance with WentWest management system requirements
- Responsible for ensuring that all documents that are part of the WentWest management system and assigned to this position and its direct reports are reviewed and updated in accordance with the Control of Documents and Records Policy
- Actively participate in quality improvement initiatives within their teams and across the organisation
- Ongoing compliance with WentWest's Information Security Policy and the information security components of the WentWest Management System

QUALIFICATIONS

- Tertiary qualifications in business, law, commerce OR other relevant area

SKILLS AND EXPERIENCE

Essential

- 3 years' experience in a management level role overseeing the contract management lifecycle including contract performance, stakeholder engagement and continuous improvement.
- 3 years' experience in managing a high performing team including demonstrated success of the development and motivation of staff
- Experience negotiating contracts for services and/or overseeing commissioned services in health or social services
- Strong understanding of contract law and legal terminology
- Detailed knowledge of commercial arrangements, contract terms, financial management
- Demonstrated people management experience, including development and motivation of staff
- Proven experience in a complex stakeholder environment, preferably health or social care
- Demonstrated knowledge and experience in managing and evaluating delivery of client-focused services
- Highly developed relationship management skills and ability to develop and nurture positive working relationships
- Evidence of strong problem-solving and conflict resolution skills
- Excellent attention to detail
- Experience working to deadlines, deliverables and contractual obligations
- Excellent communication, negotiation and influencing skills

Desirable

- Demonstrated experience in the ability to effectively lead staff in a challenging environment
- Politically aware and sensitive
- Experience in managing change

PRE-APPOINTMENT REQUIREMENTS

- Right to work in Australia documents (Passport or Birth Certificate with 100 points of ID)
- Certification of any tertiary qualifications and professional memberships
- National Police check completed in the last six months

WENTWEST VALUES - behaviours and ways of working the organisation sees as critical

Display an attitude and behave in a manner that is in keeping with our Core Values and through own behaviour and through effective implementation of a positive team-based culture.

Creativity – challenge convention

Leadership – inspire action

Equity – actively overcome barriers

Excellence – be the best we can be

Respect – understand others