Position Description

Position Title	Contracts Administrator
Reports To	Coordinator, Contracts Management
Direct Reports	Nil
Team	Strategy, Governance & Corporate Services
Location	WQPHN Office
Position Classification	Level 5
Relevant Award & Classification	Clerks Private Sector Award, Level 5
Employment Status & Hours	Full time, 1.0 FTE, 76 hours per fortnight

Primary Purpose

The Contracts Administrator provides accurate, timely and proactive administrative support across the contract lifecycle, including maintaining contract records, tracking contractual obligations and milestones, coordinating documentation and identifying and escalating exceptions.

The role uses Ready Contracts, WQPHN's primary contract management system, as a core daily working tool to maintain reliable information and support effective contract oversight.

Working in a fast-paced environment with competing priorities, the position contributes to efficient and consistent contract administration by identifying opportunities to streamline processes, improve data quality and strengthen administrative practices.

Key Responsibilities and Accountabilities

1. Maintain accurate, complete and current contract records within WQPHN's contract management system, including:
   a. Undertaking accurate and timely data entry and maintaining data integrity.
   b. Recording and tracking key contractual documentation, invoicing, reporting milestones and other obligations.
   c. Proactively identifying discrepancies, overdue actions and exceptions, resolving matters within approved processes and delegations, or escalating them to the Coordinator, Contracts Management.
2. Support compliance with contractual requirements throughout the contract lifecycle by preparing, checking and maintaining contract documentation using approved templates and procedures, ensuring accuracy, completeness and appropriate escalation of matters requiring review or approval.
3. Provide administrative support for procurement and tender processes in accordance with approved procedures and delegations, including:
   a. Entering and maintaining tender information and documentation in relevant systems, including e-TenderBox;
   b. Monitoring external enquiries and referring queries to relevant staff for consideration and response;
   c. Preparing draft responses and correspondence for review and approval by authorised staff; and
   d. Undertaking administrative compliance checks to verify tender submissions meet specified requirements, including required documentation, formatting and word count limits.
4. Maintain professional relationships with service providers and contractors through regular communication to ensure effective contract-related support.

5. Support effective monitoring of contractual deliverables and milestones by:
    a. Maintaining accurate and accessible records of deliverables, reports and supporting documentation.
    b. Recording the receipt and status of contractual deliverables, including updating completion status following appropriate confirmation or approval.
    c. Maintaining and distributing regular contract monitoring reports and dashboards.
    d. Proactively identifying overdue deliverables, missing documentation and emerging administrative issues, and bringing these to the attention of relevant staff.
    e. Following up outstanding administrative actions to support timely completion of contractual obligations.
6. Support the effective use of contract administration systems and procedures across WQPHN by providing practical guidance and assistance to staff, contributing to onboarding and training activities, and supporting the development and maintenance of user guidance materials.
7. Actively contribute to the continuous improvement of contract administration processes and practices by:
8. Working consistently within approved systems, procedures and delegations.
9. Identifying opportunities to simplify workflows, reduce duplication, improve data quality and strengthen the efficiency and consistency of administrative processes.
10. Raising practical improvement suggestions and working collaboratively with relevant staff to develop solutions.
11. Supporting the documentation, testing and implementation of approved process improvements, including updating procedures and guidance materials as required.
12. Adhere to all established Management System policies, frameworks, procedures, and guidelines, including for, but not limited to, Quality, Information Security, Safety (WHS, clinical governance), Finance, Commissioning, People & Culture, to ensure the protection and compliance of the organisation and its stakeholders. Actively contribute to ongoing quality improvement across organisational risk areas as appropriate.
13. Undertake other duties and training as may reasonably be required within the contract administration scope and consistent with the level of responsibility of this position.

Our Commitment to Reconciliation

WQPHN is committed to undertaking all work within a culturally inclusive, sensitive and safe framework that supports Reconciliation. The Reconciliation Action Plan shows WQPHN's commitment and dedication to embedding reconciliation initiatives into everyday work.

Minimum Qualifications and Competencies

1. Qualifications in business administration, or three years' experience in an equivalent position. Experience in the healthcare sector will be highly regarded.
2. Demonstrated ability to prepare clear and concise business communication documents including reports, agendas, minutes, letters, and general correspondence.
3. Highly developed interpersonal communication skills to build and maintain relationships with the ability to respectfully engage with WQPHN colleagues and stakeholders.
4. Proficiency in Microsoft Office (including SharePoint) and other office productivity tools, with aptitude to learn new software and systems.
5. Ability to work with minimal supervision, manage conflicting deadlines and demonstrate effective problem-solving skills.

Key Performance Measures

6. Demonstrate and model the WQPHN values.

7. Deliver against relevant WQPHN strategic objectives, business plan priorities and applicable performance and reporting requirements, including those arising from the Joint Regional Health Needs Assessment and Commonwealth funding agreements.
8. Meet 100% completion of mandatory and organisational training priorities.
9. Timely and accurate management of contracts data, deliverables tracking and reporting milestones.
10. Effectively manage the contract database in Open Windows and SharePoint, identifying and promptly communicating and correcting errors.
11. Meet contract administration deadlines with accurate and complete work outputs.

Key Relationships

Internal

- Coordinator, Contracts Management
- Contracts Management team
- Commissioning teams and contract owners
- Finance team
- Executive Management Team
- Senior Management Team
- Strategy, Governance & Corporate Services Team
- Workforce & Service Capacity Commissioning Team
- Health & Wellbeing Commissioning Team.

External

- Commissioned service providers and contractors
- Prospective suppliers and tender respondents
- Contract management system provider and other relevant system support services, as required
- Other external stakeholders as relevant to assigned contract administration activities

Acceptance

Employee name			
Employee signature		**Date**	