

	Position description
Position title	Contracts Administration Officer
Status	Fixed term, full-time
Classification and remuneration (Remuneration EBA only)	Level 3.1
Hours of work	38 hours 5 days per week
Region	North
Primary location	Fawkner – you may be required to provide support across the different GMCT sites from time to time to support business continuity.
Date PD adopted	March 2024

Our organisational environment

At The Greater Metropolitan Cemeteries Trust (GMCT) we believe in caring for our communities with dignity and compassion.

GMCT is comprised of three regions (north, east and west). Corporate functions and administration are conducted from the head office, located at Fawkner Memorial Park. We recognise that our industry sector is not immune to change and is being shaped by a number of trends. We are in a strong position to respond to these trends and require a workforce that is agile, resilient and up for change and innovation.

Our purpose

We provide the final care for your loved ones, with dignity and kindness. We respect all peoples, our heritage, our communities and the environment.

Our vision

Our peaceful places and compassionate support provide solace and belonging so families and friends can cherish and preserve the lasting memories of their loved ones.

Our values

Our values are a description of the way we see the world and what is most important to us. They are the principles that guide and shape the way we think and act. This includes the way we provide services to our customers, the way we treat each other within the organisation and the way we relate to the wider community.



Whenever our support is needed, we are ready to be there, responding with sensitivity and kindness.

We respect the rights, traditions and beliefs of every individual, family, community, and culture we work with.

We have courage to hold ourselves to account, and recognise our individual and collective responsibility for ethical, honest, and considered conduct.

Our cemeteries and memorial parks have been here for generations, and will be here for generations to come.

We consider every situation to be unique and strive to understand the needs of customers and colleagues so we can put them at the heart of everything we do.

We respect, support and recognise our colleagues so we can empower one another to do the same for the communities we serve.

We hold ourselves and each other to the highest standards of professionalism and compliance.

We use our resources wisely, plan effectively, and look after our environment and ourselves to ensure that GMCT contributes to a more sustainable future.

1. Position organisational relationships

This position of Contracts Administration Officer will form part of the Contracts & Facilities team within the Built Environment directorate. The role will work collaboratively GMCT business units and departments and has the following organisational relationships:

Accountable to:	Senior Contracts Coordinator
Supervises:	Nil
Internal Liaisons:	Executive team, managers, supervisors and other GMCT staff
External Liaisons:	Contractors, consultants, auditors, suppliers, members of the public

2. Position context

The Capital Works and Assets Team is responsible for building, maintaining and managing GMCT's portfolio of built environment assets, thereby supporting the organisation's financial and environmental sustainability.

The Contracts and Facilities team is the first line of defence to ensure that the operational customer facing staff are equipped and empowered with a maintained assets, facilities and security infrastructure to support and provide care to the families and broader communities.

3. Position objectives

The Contracts Administration Officer will have a pivotal role in the Contracts & Facilities team by ensuring GMCT assets and facilities are in a state of readiness and maintained to support service delivery and risk management, as well as ensuring the customer operations teams are empowered to perform their duties for positive outcomes.

Undertaking other duties in the best interests of the organisation within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

You may be asked to reasonably support other areas of the business which you have been trained in.

4. Key responsibilities

The responsibilities of the Contracts Administration Officer role are as follows

- Assist with all aspects of service contract management, including procurement, contractor induction, communication, performance assessment and management, and data analysis.
- Coordinate and triage work requests, scheduled maintenance tasks and requests from systems and allocate appropriate team members for actioning.
- Ensure, through data analysis, that all services are being delivered efficiently and in accordance with contract specifications.
- Work within budgets and KPIs.
- Work within procurement policies and Government guidelines for the acquisition of contractors and materials.
- Drive collaborative cross functional relationships to support continuous improvement to improve efficiency and effectiveness across GMCT.
- Participate in monthly reporting and provide accurate and timely information to the General Manager Capital Works & Assets.
- Identify and resolve data inaccuracy.
- Audit quality of documentation.
- Comply with all GMCT policies and procedures.
- Understand and adhere to all OH&S policy, legislation, regulation, risk management strategy, policy and procedure.

5. Key capabilities

Essential capabilities

Capability	Proficiency level
<p>Customer centricity – Has the customer experience at the forefront of every decision and action</p> <ul style="list-style-type: none"> • Acts as GMCT advocate with community and customers • Understands customer needs and uses this knowledge to deliver the right solutions for them in the right way, at the right time • Uses customer satisfaction information to improve the customer experience • Consistently looks at issues from the eyes of the customer • Actively seeks feedback and insight from the customer when problem solving 	Intermediate
<p>Accountability and results focus – Plans effectively and takes accountability for behaviour and results</p> <ul style="list-style-type: none"> • Maintains drive and consistent focus on achieving results • Plans, manages and prioritises own workload to effectively and consistently deliver on individual and team objectives • Initiates action without prompting • Manages expectations, communicates clearly and ensures that issues are escalated and managed appropriately • Uses knowledge of GMCT Strategic Objectives and GMCT Values to inform decision making, action and behaviour within own role • Understands the balance between the provision of excellent customer service and driving sales performance • Holds team to account for their behaviour 	Intermediate
<p>Leadership – Provides direction and purpose, and empowers, motivates and inspires others to achieve their potential</p> <ul style="list-style-type: none"> • Actively seeks to improve self awareness, develop skills and knowledge • Works towards realising personal and professional aspirations • Provides honest, regular and constructive feedback to manager and peers • Understands GMCT Values and demonstrates congruent behaviour 	Foundational
<p>Collaboration – Builds and maintains positive relationships to enhance productivity and increase customer satisfaction</p> <ul style="list-style-type: none"> • Builds and maintains positive, productive relationships with each key internal and external stakeholders 	Intermediate

<ul style="list-style-type: none"> • Partners with relevant internal and external stakeholders and teams to achieve individual and team outcomes • Adopts an inclusive approach to collaboration and teamwork • Proactively seeks out teamwork opportunities to deliver outcomes that enhance the customer experience • Participates in networking and/or community forums beyond immediate requirements of own role 	
<p>Change agility and resilience – Maintains composure and focus under pressure and quickly adapts to change</p> <ul style="list-style-type: none"> • Identifies and addresses resistance to change • Supports other team members during time of change • Communicates key information and wider reasons for change • Gains support and generates enthusiasm for change • Recognises when to ask for support when face with challenges • Remains calm and engaged under pressure • Consistently demonstrates emotional self-management 	Intermediate
<p>Innovation – Actively seeks out to create and take advantage of opportunities to improve business performance and the customer experience</p> <ul style="list-style-type: none"> • Finds and uses information from a variety of sources when solving problems • Identifies everyday process improvements and comes up with innovative ideas within own role • Understands why learning from the past when planning for the future is important, and how a focus on the future relates to GMCT’s objectives 	Foundational

****PLEASE NOTE: The key capabilities will be further explored in the interview process***

6. Qualification, Relevant Skills and Experience

Qualifications and experience

- A relevant qualification or experience in a similar administration role.
- Experience in works planning, prioritising or delegation of works.
- Demonstrated ability to undertake analysis, generate reports on information and provide recommendations.
- Demonstrated use of asset management systems.

Skills / abilities

- Well developed computer, financial and written communication skills.
- Possess cultural and religious awareness and sensitivity.
- Excellent comprehension and problem solving skills.

- Ability to communicate with the general public, social groups and contractors in a professional and courteous manner.
- Excellent verbal and written communication skills.
- Proven ability to work independently and provide advice on a broad range of issues.
- Capacity to organise resources – human, physical – to optimise operational effectiveness.
- Commitment to providing support and focus to staff within a compassionate and rewarding context.
- Understanding of, and commitment to, OHS practices which ensure a safe and healthy working environment for staff and the public.
- Flexibility and initiative in dealing with the unexpected.
- Attention to detail which ensures accurate and up to date records are maintained.
- Ability to work well as part of a team.
- Flexibility/ability to act autonomously.

Other requirements

Technical skills

- Advanced IT skills and experience.
- Proficiency in Microsoft Office suite of programs.
- Current drivers' licence (mandatory).

7. Key selection criteria

Applicants must address the following criteria in writing to be considered for this position. All selection criteria are essential.

- A relevant qualification or experience in a similar administrative role.
- Experience in works planning, prioritisation and delegation of works.
- Demonstrated ability to undertake analysis, generate reports on information and provide recommendations.
- Demonstrated use of asset management systems.

8. Relevant physical requirements

Requirements	Frequency of occurrence (Check box where appropriate)				Comments
	Rarely 0% to 5%	Occasionally 6% to 33%	Frequently 34% to 66%	Regularly 67%-100%	
Weights and forces					
Lifting from floor to waist (<5 kg per item)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Lifting at waist height (<5 kg per item)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Lifting waist to above shoulder (<5 kg per item)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Carrying	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pushing (trolley weighing up to 50kg)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pulling (trolley weighing up to 50kg)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Moving equipment and/or furniture	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Holding or supporting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Above shoulder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Whole body and lower limb movement					
Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Staff encouraged to alternate sit/stand for
Sitting - at desk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sitting – vehicle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Walking – whilst carrying	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Walking – on uneven ground	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Climbing – stairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Climbing - ladders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Driving – passenger vehicle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Computer – desktop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Computer - laptop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Squatting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Kneeling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Upper body and upper limb movement					
Reach - forward (>30cm from body)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Reach - side (>30cm from body)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Reach – above shoulder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Gripping or grabbing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bending neck - looking up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bending neck - looking down	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Rotating neck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bending spine - forward	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bending spine - backward	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Twisting spine to side	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Writing with pen or pencil	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Typing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Requirements	Frequency of Occurrence (Check box where appropriate)				Comments
	Rarely 0% to 5%	Occasionally 6% to 33%	Frequently 34% to 66%	Regularly 67%-100%	
Sensory					
Hearing – holding direct conversation and telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Hearing – alarms, signals, disturbance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Visual – read printed material, signage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Visual – read computer screens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Visual - driving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other					

9. Declaration

A medical examination is required to ensure that you are placed in a position in which the duties required are safely within your capacity.

You are required under Section 41 of the Workplace Injury Rehabilitation and Compensation Act 2013 (“the Act”) to disclose all pre-existing injuries or diseases suffered by yourself and which you are aware may be affected by the nature of the proposed employment. The failure to disclose, or make a false or misleading disclosure, of a pre-existing injury or disease means that any recurrence, aggravation, acceleration, exacerbation and deterioration of the pre-existing injury or disease as a result of employment with Greater Metropolitan Cemeteries Trust does not entitle you to compensation under the Act.

I have read and understood the requirements of this role and declare that I am able to perform the inherent requirements of the role outlined within.

Contracts Administration Officer

Signature

Print Name

Date