

POSITION DESCRIPTION

Position Title:	Contract Procurement Manager
Business Unit/Department:	Workforce Contracts Technology and Reporting
Division:	Health Support Services
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 5 – Level 1 to Level 5 (HS5 to HS33)
Reports To:	Operations Manager – Business and Workforce
Direct Reports:	Contract Coordinators
Date Prepared/Updated:	1 May 2026

Position Purpose
<p>The Health Support Services Contracts Manager, is responsible for the end-to-end procurement processes, including:</p> <ul style="list-style-type: none"> • Coordination, negotiation and administration of high risk and high value contract agreements; • Coordinating and collaborating with colleagues to develop a technical specification (detailed, clear and timely); • Provision of commercial and procurement expertise; • Developing working relationships with internal departments (WH Legal, WH Contracts and Central Procurement); • Leading a team through a transformational strategy to enable a Contract Management framework for WH working with senior Management. • Regular quality and compliance reporting • Developing a transformational plan to move towards Supplier Relationship Management (SRM) framework following the negotiation process for critical contracts. <p>This position currently leads a team negotiating all commercial relationships within the Hard FM, Soft FM Departments, Logistics and Clinical Equipment but will develop into a structured Contract Management framework following a transformational plan being approved.</p>
Business Unit Overview

Our Vision

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HSS Contracts Team at Western Health, is committed to ensuring that revenue, budget, and operational needs are responded to with the highest integrity. The Contracts Team will ensure that all service agreements that are executed meet the many regulatory compliances required by Government and upheld provide a safe and pleasant environment for patients, staff and visitors to the hospital.

Key Responsibilities

- Lead the development and implementation of all Health Support Service Maintenance Agreements and ensure the effective transition from scoping, tender to contract execution. Ensure all obligations are delivered in accordance with contractual obligations while leveraging contractual rights as appropriate
- All outdated/overdue Health Support Service Maintenance Agreements will be reviewed, procured and executed in a timely manner.
- Efficient life cycle management of Health Support Maintenance Agreements.
- Manage and facilitate the review of existing Service Maintenance Agreements and their deliverables to performance KPIs and compliance.
- All new sites/buildings Plant and Infrastructure will be included in Service Maintenance Agreements prior to the 12-month defect liability period.
- Review Service Maintenance Agreements KPI's in alignment with the contract review periods.
- Ensure Contracts are being executed correctly and scope of work is being delivered in line with the business needs analysis (service reports, costs, quality).
- Develop high quality and detailed briefings, reports and business cases leading to contract execution.
- Demonstrate working within procurement policies and procedures that align to principles of accountability, probity and value for money.
- Establish strong internal and external relationships
- Engage with internal stakeholders to execute a contract that meets the desired outcomes (technical lead, WH Finance, WH Legal, WH Contracts and Procurement).
- Create a Service Maintenance Agreements programme (including Biomedical Engineering) that can be uploaded into our new QFM platform.
- Lead commercial/contractual interactions with customers and suppliers including initiation and management of dispute proceedings where required.
- Enable access to timely and accurate data including: the real costs and benefits associated with providing the agreed standard of service for WH assets; evaluation of current asset performance; and the whole-life cost, including the operation, maintenance and replacement or disposal of each asset in the system to support decision making.

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

- Divisional Director, HSS
- Directors – HSS
- Contracts and Procurement teams
- Operations Managers – Health Support Services
- Facility Managers, Service Coordinators, Team Leaders and Managers in Health Support Services
- WH Internal Stakeholders (Finance, Legal, DTS and others)

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<p>External:</p> <ul style="list-style-type: none"> • External Contractors and Engineering/Maintenance providers • Melbourne Health – Shared Services • Health Share Victoria (HSV)
<p>Selection Criteria</p>
<p>Essential</p> <ul style="list-style-type: none"> • Minimum 5 years' experience in a similar position • Demonstrated experience managing end-to-end contract lifecycle activities across procurement and service delivery, with a strong focus on risk management and value optimisation • Proven track record managing high-value, complex commercial contracts and supplier relationships • Strong strategic capability, with experience developing and implementing procurement and category strategies aligned to organisational objectives • Advanced commercial acumen, including financial analysis, contract principles, and market dynamics • Demonstrated experience in leading complex negotiations and influencing outcomes at a senior level • Proven ability to identify, assess, and mitigate commercial, operational, and contractual risks • Highly developed analytical and problem-solving skills, with the ability to interpret data and inform decision-making • Strong stakeholder engagement and relationship management skills, including working with senior leaders and cross-functional teams • Experience in supplier performance management, including development and monitoring of KPIs and SLAs • Demonstrated leadership in governance, compliance, and ethical procurement practices • Proven delivery of cost savings, value creation, and continuous improvement initiatives • Strong systems and digital capability, including advanced Microsoft Excel and experience with procurement/ERP systems • High level of attention to detail and integrity, with a commitment to compliance, policy, and quality outcomes • Proven ability to build trust and credibility through consistent actions, transparent communication, and professional conduct • Demonstrated ability to work autonomously within established policies and procedures • Strong computer literacy skills with experience in using Microsoft Office, including Excel, and Word. <p>Desirable</p> <ul style="list-style-type: none"> • Professional certification such as CIPS, CPP, MCIPS, or equivalent • Experience in Contract Management and Supplier Relationship Management • Experience in a live hospital / public health care environment • Experience in an Engineering Services / Facility Management business model • Previous experience in State Government procurement environment preferred • Knowledge of information management systems and their functionality • Familiarity with Microsoft Power BI • Knowledge of the Service Works Global QFM platform.
<p>Additional Requirements</p>
<p>All employees are required to:</p> <ul style="list-style-type: none"> • Obtain a police / criminal history check prior to employment • Obtain a working with children check prior to employment (if requested)

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- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), Occupational Health and Safety (Psychological Health) Regulations 2025, the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, Part 5A of the Family Violence Protection Act 2008 and Part 6A of the Child Wellbeing and Safety Act 2005.
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name:	Click here to enter the Employee's name.		
Employee's Signature:		Date:	Click here to enter a date.

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