



Government of **Western Australia**
Department of **Treasury and Finance**

Contract management Job Description Form (JDF) template suite

Western Australian public sector

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Acknowledgement of Country

This report was prepared by the Department of Treasury and Finance on the traditional Country of the Wadjuk people of the Noongar Nation.

Department of Treasury and Finance respectfully acknowledges the Traditional Custodians of Country throughout Western Australia and their continuing connection to Country, Culture and Community.

We pay our respects to all members of Western Australia's Aboriginal communities and their cultures and to Elders past and present.

We acknowledge and pay tribute to the strength and stewardship of Aboriginal people in sustaining the world's oldest living culture and value the contribution Aboriginal people make to Western Australia's communities and economy.

We recognise our responsibility as an organisation to work with Aboriginal people, families, communities, and organisations to make a difference and to deliver improved economic, social and cultural outcomes for Aboriginal people.

Further information relating to this report may be obtained by emailing
ProcurementCapability@dtf.wa.gov.au

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Job Description Form (JDF) template suite – contract management roles

Purpose

The Contract Management Job Description Form (JDF) Suite provides consistent, capability-aligned role templates for contract management positions across the Western Australian public sector.

The purpose of this suite is to:

- support consistent and defensible contract management role design;
- assist agencies with recruitment, classification and role clarity;
- reduce variation in how contract management capability is defined and applied; and
- enable workforce mobility across agencies.

This suite aligns with:

- the WA Contract Management Framework (WACMF)
- the Contract Manager Performance Guide
- the Procurement Capability Matrix (PCM)

This suite supports the professionalisation of the procurement workforce by aligning contract management roles to a common capability framework.

How to use this suite

These templates may be used for:

- recruitment and selection;
- creation, review or reclassification of contract management positions;
- organisational restructures or operating model changes; and
- performance and development conversations.

Each template includes:

- role purpose;
- work description; and
- work-related requirements.

These are designed to be broadly applicable across agencies, with minimal tailoring required.

Use of the templates is not mandatory. However, agencies are strongly encouraged to apply the content directly when creating or updating contract management JDFs.

Contract management role templates

This suite includes four base contract management role templates, aligned to distinct role types under the PCM:

1. Contract Support Officer

Provides administrative, coordination and contract support across contract management activities, including manage straightforward low-risk contracts under supervision and administrative support to higher-risk contracts managed by others.

2. Contract Practitioner

Manages low to moderate-risk contracts and provides administrative and coordination support to contract specialists across the contract lifecycle, in accordance with approved processes and governance requirements.

3. Contract Specialist

Leads management of complex or high-risk contracts and provides expert commercial, governance and performance advice. May supervise others and provide technical oversight.

4. Contract Management Leader

Provides functional or portfolio-level leadership for contract management. Accountable for governance, assurance and capability maturity, and provides advice to senior executives.

Note: Whole-of-agency Chief Procurement Officer (CPO) responsibilities are addressed separately through the CPO Success Profile.

Note: Where a role includes material pre-award procurement responsibilities, refer to the Procurement JDF Template Suite for procurement and contract formation content, and use this suite for post-award contract management.

Agencies should select the template that best reflects the level of judgement, complexity and accountability required, rather than relying on job titles or classifications alone.

Alignment to the Procurement Capability Matrix

All templates in this suite are aligned to the PCM, which defines the expected procurement capability, judgement and lifecycle coverage at different role types.

The JDF templates:

- translate capability expectations into role descriptions;
- do not duplicate or restate PCM content; and
- should be read and applied in conjunction with the PCM.

Relationship with the CPO Success Profile

The Contract Management Leader template describes functional or portfolio-level contract management leadership within an agency. It does not describe the Chief Procurement Officer role. In agencies where the Contract Management Leader also carries whole-of-agency CPO responsibilities - which is common in smaller or less complex agencies — the CPO Success Profile and Guidelines for Measuring CPO Success should be read alongside this template.

The CPO Success Profile sets out the strategic leadership expectations, performance indicators and professional development guidance that apply at that level. The JDF template and the CPO Success Profile are complementary: the template supports recruitment and role design, the Success Profile supports performance and development once in the role.

Tailoring guidance

These templates are designed to be used largely as-is.

In most cases, agencies should only tailor:

- the contract management context (e.g. ICT, works, corporate, community services);
- the risk and complexity profile (low, moderate, high or strategic); and
- whether the role manages a single contract, multiple contracts, or a portfolio.

Agencies should avoid:

- adding extensive task lists;
- combining multiple role types into a single position;
- unintentionally upgrading lower-level roles by adding responsibilities that properly belong to a higher role type – for example, inserting broad ‘specialist’ or ‘strategic’ responsibilities that sit outside the selected role type; or
- duplicating capability descriptions already defined in the PCM, Contract Management Framework (CMF) or Performance Guide.

If specialist contract management capability is required (for example, ICT, works or commissioning), agencies should apply the appropriate base role template first, then modify as needed.

Role 1: Contract support officer

Indicative PSA Level: ≤ 3

Role purpose

Provides administrative, coordination and contract support across contract management activities, including manage straightforward low-risk contracts under supervision and administrative support to higher-risk contracts managed by others. The role supports disciplined, transparent and accountable contract management by maintaining accurate records, monitoring basic requirements and escalating issues outside delegated authority.

Work description

- Provide administrative support across mobilisation, performance monitoring and close-out activities for low-risk contracts.
- Maintain contract documentation, registers, insurances, variations and key records in approved systems.
- Track basic milestones, deliverables and reporting requirements and alert the contract manager to upcoming actions.
- Support medium-risk contract management activities under direction from a Contract Practitioner or Specialist, including preparing documentation and maintaining records.
- Support contract closure activities including document archiving, checklist completion and updating the contract register.
- Escalate risks, issues or compliance concerns promptly.
- Use mandated systems consistently and maintain accurate, audit-ready data.
- Maintain integrity and professionalism in interactions with suppliers and internal stakeholders.
- Participate in structured induction and foundational professional development aligned to PCM expectations and agency capability priorities.

Work-related requirements

Essential

- Demonstrated experience in an administrative or coordination role, maintaining accurate records and following structured processes.

- Ability to organise workload and meet deadlines in a structured environment.
- Clear written and verbal communication skills.
- Demonstrated commitment to integrity, fairness and ethical conduct when handling information, documentation and stakeholder interactions

Desirable

- Experience in administrative, contract, procurement, finance or project support roles.
- Familiarity with contract or financial management systems.
- Progress towards or completion of a Diploma in Procurement and Contract Management (or equivalent) or demonstrated commitment to professional development.

💡 Recruitment note: Entry-level contract management roles often attract candidates with strong administration, coordination or customer service backgrounds.

Selection should prioritise learning capability, attention to detail and integrity over technical contract management capability.

Role 2 – Contract practitioner

Indicative PSA Level: 4–5

Role purpose

Manages low to moderate-risk contracts and provides administrative and coordination support to contract specialists across the contract lifecycle, in accordance with approved processes and governance requirements.

Work description

- Manage contracts across mobilisation, performance monitoring, change control and close-out phases proportionate to risk.
- Monitor KPIs, service levels, milestones and financial performance using system data and reporting tools.
- Facilitate structured supplier meetings and document actions and outcomes.
- Manage variations, extensions and payments within delegation and in accordance with value-for-money principles.
- Apply due diligence checks for contract extensions, renewals and supplier changes in accordance with approved processes, escalating risks where required.
- Identify, log and escalate risks and issues in line with governance requirements.
- Maintain complete and audit-ready contract files and system records.
- Contribute lessons learned to future procurement and planning activities.
- Develop capability aligned to PCM expectations and participate in structured performance and development discussions.

Work-related requirements

Essential

- Demonstrated experience in managing contracts including applying governance processes.
- Demonstrated analytical and critical thinking skills, with the ability to interpret contract performance data, financial information and supplier reporting, and manage variations and routine issues.
- Clear communication and stakeholder engagement skills.
- Demonstrated integrity and compliance with delegations.



Desirable

- Experience working in a government or regulated environment.
- Familiarity with contract management or financial systems.
- Progress towards, or completion of, a relevant qualification in project management, procurement, commerce, law or business, or demonstrated commitment to professional development

💡 Recruitment note: This role suits candidates who are comfortable owning day-to-day contract delivery, managing suppliers and keeping contracts on track, with escalation support available for complex or high-risk matters.

Role 3 – Contract specialist

Indicative PSA Level: 6–7

Role purpose

Leads complex, high-risk or high-value contracts and provides expert commercial, governance and performance advice.

The role applies advanced judgement, manages supplier relationships strategically and ensures contract performance aligns with organisational priorities and public value. The role may also include supervising or providing technical direction to less experienced contract management staff.

Work description

- Lead end-to-end management of complex or high-risk contracts across mobilisation, performance optimisation and close-out.
- Develop and implement contract management plans proportionate to risk and complexity.
- Apply commercial judgement to variations, extensions, renewals, remedies and dispute resolution.
- Lead structured supplier performance reviews and drive corrective action.
- Provide expert advice on governance, risk treatment and performance interventions.
- Provide quality assurance and oversight of contract management activities undertaken by others to ensure consistency, compliance and documentation integrity.
- Engage with senior stakeholders and governance forums on contract performance and risk exposure.
- Ensure compliance with applicable procurement legislation, procurement directions (including the WA Procurement Rules and relevant agency directions), and internal governance frameworks.
- Contribute insights to category planning, supplier relationship management and market stewardship.
- Maintain advanced PCM-aligned capability and participate in ongoing professional development and capability uplift initiatives.

Work-related requirements

Essential

- Demonstrated ability to lead complex, high-value or high-risk contracts, applying sound commercial judgement, risk management and governance principles in complex environment.
- High-level written communication and demonstrated ability to provide expert advice, influence outcomes and manage relationships with senior stakeholders in complex or sensitive environments.
- Demonstrated ability to lead activities and ensure quality, consistency and compliance.
- Demonstrated commitment to integrity, transparency and defensible decision-making.

Desirable

- Tertiary qualification in procurement, commerce, law, project management or a related field.
- Membership or working towards certification with a recognised professional body (e.g. CIPS).
- Experience supervising or mentoring procurement staff.

💡 Recruitment note: This role suits experienced contract management professionals who are ready to step beyond day-to-day delivery into leadership of complex, high-risk contracts.

Candidates should demonstrate strong commercial judgement, confidence in managing complexity and disputes, and the ability to mentor others and lift contract management practice across the agency.

Role 4 – Contract management leader

Indicative PSA Level: ≥ 8

Role purpose

Leads the agency's contract management function or significant contract portfolio, ensuring governance, performance and capability align with organisational objectives and applicable procurement and contract management frameworks.

The role provides authoritative advice to senior executives and oversees contract management practice to ensure decisions are strategic, compliant, proportionate and defensible.

For agencies where this role carries whole-of-agency CPO responsibilities, refer to the CPO Success Profile for additional guidance on leadership expectations, performance indicators and professional development.

Work description

- Contributes to the agency's strategic and business planning processes and leads the agency's contract management function or major contract portfolio, including governance frameworks, controls and assurance mechanisms.
- Provide authoritative contract management and commercial advice to senior executives and governance forums.
- Oversee high-risk, high-value or business-critical contracts, ensuring proportionate governance and strategic risk management.
- Establish and maintain structured contract management frameworks aligned to the WACMF and PCM.
- Ensure compliance with applicable procurement legislation, procurement directions (including WA Procurement Rules and relevant agency directions), financial delegations and internal governance policies.
- Embed assurance processes, including portfolio reporting, risk oversight, audit readiness and performance transparency, to ensure contract management activities are compliant, defensible and aligned with agency risk appetite and strategic intent.
- Lead supplier relationship management (SRM) approaches for strategic or critical suppliers.
- Monitor portfolio-level performance trends, risks and systemic issues, and intervene where necessary.

- Lead and develop contract management staff, including workforce planning, capability uplift, succession planning and professional development aligned to the PCM.
- Represent the agency in cross-agency forums and whole-of-sector contract management initiatives.
- Promote a culture of integrity, accountability, collaboration and continuous improvement in contract management practice.

Maintain professional currency in contract governance, commercial strategy and changes to the Western Australian procurement and contract management framework.

Work-related requirements

Essential

- Demonstrated experience leading a contract management function or major contract portfolio in a complex public or corporate environment, including overseeing complex, high-value or high-risk contract management activities.
- Demonstrated strategic thinking, sound judgement, and ability to provide authoritative advice to senior executives on governance, risk and commercial strategy, including navigating complex trade-offs and delivery implications.
- Demonstrated ability to establish and manage governance frameworks, assurance processes and performance monitoring mechanisms.
- Strong understanding and demonstrated application of data analytics, supplier performance frameworks and SRM models.
- Demonstrated leadership capability, including building workforce capability and fostering a culture of integrity and accountability.

Desirable

- Extensive experience within the Western Australian public sector procurement and contract management framework.
- Relevant postgraduate qualification (e.g., MBA, commerce, law, public administration) or professional accreditation.
- Membership of a recognised professional body.

Recruitment note: This role suits senior leaders with the authority and judgement to lead contract management at scale - either as a whole-of-agency functional lead or as the manager responsible for a major contract portfolio - embedding consistent practice, managing portfolio-level risk and lifting contract management capability rather than managing individual contracts day-to-day.