

JOB DESCRIPTION

# Contracts Manager

<b>ROLE TITLE</b>	Contracts Manager
<b>SECTION/DIVISION:</b>	Supply Chain, Financial Services Division
<b>REPORTS TO:</b>	Head of Supply Chain
<b>DIRECT REPORTS (FTE):</b>	Nil
<b>INDIRECT REPORTS (FTE):</b>	Nil
<b>PRIMARY PURPOSE OF THE ROLE:</b>	<p>Provide specialist leadership and stewardship of the University’s procurement-related contract lifecycle, ensuring contracts are strategically designed, well governed, and effectively managed to deliver value for money, manage risk, and meet legislative and policy requirements.</p> <p>The role acts as the University’s subject matter expert for contract management within the procurement and supply chain context, providing authoritative advice to contract owners and stakeholders on contract development, negotiation, performance management, and continuous improvement.</p> <p>The role contributes to consistent, high-quality contract management practices across the University, supported by robust reporting, risk management, and alignment with broader organisational objectives including sustainability and compliance.</p>
<b>ACCOUNTABILITIES:</b>	<p><b>Contract Management and Oversight</b></p> <ul style="list-style-type: none"> <li>• Provide specialist oversight and leadership of contract management activities associated with supplier or procurement-related contracts and agreements for goods and services across the University community, including complex, high-value, or strategically significant agreements, providing professional guidance, tools, templates, and resources to assist contract owners in fulfilling their responsibilities.</li> <li>• Advise and guide contract owners and assist departmental contract owners, coordinators, and users with the management of their contracts and agreements.</li> <li>• Lead contract creation and coordinate ongoing contract management lifecycle activities, ensuring compliance with legislative requirements, University policies, and procedures.</li> <li>• Ensure the integrity of contract/agreement information and maintain accurate and up-to-date records in the contract management system (contract register).</li> </ul> <p><b>Contract Development and Compliance</b></p> <ul style="list-style-type: none"> <li>• Design, develop and maintain contract management frameworks, templates, tools, systems, and performance evaluation approaches that enable to a consistent and standardised approach to contract management across the University.</li> <li>• Encourage and support the inclusion of measurable outcomes in contracts, including performance measures, broader outcomes strategies, and compliance requirements, to enable effective monitoring and reporting by contract owners.</li> <li>• Provide expert guidance and support to designated contract owners in the development and implementation of contract management plans for specific contracts during establishment and ongoing management.</li> <li>• Provide guidance on the commercial and regulatory requirements of contracts, supporting contract owners to meet University policy, compliance</li> </ul>

---

standards, and legislative obligations, and working closely with the University General Counsel's office as required.

#### **Procurement and Contract Strategy**

- Contribute specialist contract and commercial advice to procurement plans and recommendations, including advising on appropriate contract models, risk allocation, and commercial terms, and recommended fit-for-purpose contract management approaches based on the contract's nature, value, and importance.
- Support contract negotiations following tender processes to establish supply arrangements and ensure alignment with university requirements.
- Contribute to the review of tendering documentation and processes, applying lessons learned to improve and advance sourcing activities.

#### **Stakeholder Engagement and Risk Management**

- Build and manage strong internal stakeholder relationships, providing tailored advice, analysis, and guidance to support high-performance outcomes across cost, service, and quality.
- Proactively identify and mitigate contract and procurement risks, escalating issues to the appropriate authority as necessary.
- Collaborate with Supply Chain colleagues, Finance Services staff, and departmental contract managers/coordinators to deliver seamless and efficient contract management services.
- Ensure contract performance is continuously monitored to mitigate risks, manage changes, and improve supplier performance.

#### **Reporting and Performance Management**

- Design, establish, and maintain contract reporting systems, databases, and registers, ensuring full documentation of processes, decisions, reviews, variations, and contractual arrangements.
- Produce data-driven contract management analysis and reporting that informs strategic sourcing and contract management decisions, and supplier performance management.
- Track and report on established KPIs, ensuring their application in evaluation and performance processes.
- Regularly review the current contractual status, identify opportunities to enhance value (financial, broader outcomes, sustainability, process efficiency), and minimise risks.

#### **Continuous Improvement and Health & Safety**

- Promote and contribute to a culture of continuous improvement, including providing guidance and peer support to team members to strengthen contract management practices.
- Ensure a safe and healthy work environment by performing Departmental Health & Safety Officer (DHSO), first aid, and/or fire warden duties as required.
- Perform other duties as assigned to meet the University's requirements and contribute to its overall goals.

---

#### **KEY RELATIONSHIPS:**

##### Internal

Managers and staff acting as Contract Owners or Managers and users  
University General Counsel  
Finance Services Division colleagues  
Managers and Staff identified as University Contract Owners

##### External

Vendors/service providers/consultants  
Peers in industry and other tertiary institutions  
Professional and sector associations  
Government departments, institutions, agencies, licensing officials

**QUALIFICATIONS AND EXPERIENCE:**

Essential

Relevant contract management qualification or substantial professional experience in contract management within a complex organisational environment. Considerable experience in managing supplier agreements. Strong relationship-building capabilities with internal and external stakeholders. Demonstrated experience managing or advising on complex, high-value, or high-risk contracts.

Preferred

A legal-related qualification or experience is an advantage. Level 4 CIPS Diploma (or equivalent). Experience in sourcing and procurement techniques. An understanding of administering public sector tendering processes. Proven supplier management experience in a large or complex environment.

**TECHNICAL SKILLS AND KNOWLEDGE:**

Essential

Ability to negotiate effectively with suppliers and stakeholders to achieve favourable terms and mitigate risks and support value for money outcomes. Knowledge and experience in the use of contemporary contract management software and enterprise systems, and their application to contract lifecycle management, reporting, and compliance. Experience in identifying, assessing and managing risks associated with contracts, suppliers, and procurement processes, including escalating issues where appropriate. Experience using Finance and Procurement systems such as Technology One and Unimarket and applying system data to support contract management and performance monitoring. Experience with MS SharePoint and related collaboration tools to manage contract documentation, records, and workflow processes. High level of computer literacy, with the ability to analyse numerical and contract-related data to support decision-making and reporting. Intermediate Excel skills and proficiency across the Microsoft Office suite, with the ability to apply these tools in a contract and procurement context. Sound understanding of financial statements, budget management, and cost analysis, and the ability to apply this understanding to advice on commercial implications of procurement and contracting decisions.

Preferred

Working knowledge of contract law principles, compliance requirements, and public sector procurement regulations (including the New Zealand Government Procurement Rules), and their practical application in a tertiary or public sector environment. Knowledge of intellectual property considerations relevant to contracts and procurement activities.

**SPECIAL REQUIREMENTS:**

Staff must comply with the Public Records Act 2005 and the Privacy Act 2020 and are expected to complete training to understand and meet these requirements.

**DIRECT BUDGET ACCOUNTABILITY:**

Nil

**MĀORI STRATEGIC FRAMEWORK:**

Act in a manner consistent with the principles and implications, as well as the University's commitment to the Treaty as articulated in the Māori Strategic Framework.

**PACIFIC STRATEGIC FRAMEWORK:**

Act in a manner consistent with the strategies and goals contained in the University's Pacific Strategic Framework, role-modelling and promoting Pacific values, equity and diversity principles and cultural safety practices.

**HEALTH AND SAFETY:**

Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks, and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm and contribute to

a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors, and other staff.

**SUSTAINABILITY:**

Act in a manner consistent with the University’s sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.

**CAPABILITY FRAMEWORK:**

Capability Group	Capability Name	Level
<b>ENGAGE</b>	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Advanced
<b>ENABLE</b>	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Adept
<b>PERSONAL ATTRIBUTES</b>	Display Resilience and Courage	Adept
	Act with Integrity	Advanced
	Manage Self	Adept
	Value Diversity	Intermediate
<b>LANGUAGE AND CULTURE</b>	Te Reo	Intermediate
	Tikanga Māori	Intermediate

## CAPABILITY FRAMEWORK DESCRIPTORS

### Contracts Manager

#### ENGAGE

Communicate Effectively	Commit to Customer Service	Work Collaboratively	Influence and Negotiate
<i>Communicate clearly, actively listen to others, and respond with respect</i>	<i>Provide customer centric services in-line with the University's and organisational objectives</i>	<i>Collaborate with others and value their contribution</i>	<i>Gain consensus and commitment from others and resolve issues and conflicts</i>
ADEPT	ADEPT	ADEPT	ADVANCED
<p>Tailor communication to the audience</p> <p>Clearly explain complex concepts and arguments to individuals and groups</p> <p>Actively listen to others and clarify own understanding. Create opportunities for others to be heard</p> <p>Write fluently in a range of styles and formats. Prepare written material that is well structured and easy to follow by the intended audience</p>	<p>delivering high quality customer-focused services</p> <p>Understand customer perspectives and ensure responsiveness to their needs</p> <p>Identify customer service needs and implement solutions</p> <p>Find opportunities to connect and co-operate with internal and external parties to improve outcomes for customers</p> <p>Maintain good relationships with key customers in area of expertise</p>	<p>Encourage a culture of recognising the value of collaboration</p> <p>Build co-operation and overcome barriers to information sharing and communication across teams and work units</p> <p>Share lessons learned across teams and work units</p> <p>Identify opportunities to work collaboratively with other areas to solve issues and develop better processes and approaches to work</p>	<p>Influence others with a fair and considered approach and present persuasive counter-arguments</p> <p>Work towards mutually beneficial win/win outcomes</p> <p>Show sensitivity and understanding in resolving acute and complex conflicts</p> <p>Manage challenging relations with internal and external stakeholders. Represent the organisation as required in negotiations.</p> <p>Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise</p>

#### ENABLE

Deliver Results	Plan and Prioritise	Think and Solve Problems	Demonstrate Accountability
<i>Achieve results through efficient use of resources and a commitment to quality outcomes</i>	<i>Plan to achieve priority outcomes and respond flexibly to changing circumstances</i>	<i>Think, analyse and consider the broader context to develop practical solutions</i>	<i>Be responsible for own actions, adhere to legislation and policy and proactively address risk</i>
ADEPT	ADEPT	ADVANCED	ADEPT
<p>Take responsibility for delivering on intended outcomes. Use own expertise and seek others' expertise to achieve work outcomes</p> <p>Ensure team/work unit staff understand expected goals and acknowledge success</p> <p>Identify resource needs and ensure goals are achieved within budget and deadlines</p> <p>Identify changed priorities and ensure allocation of resources meets new organisational needs. Ensure financial implications of changed priorities are explicit and budgeted</p>	<p>Take into account future aims and goals of the team/work unit and organisation when prioritising own and others' work</p> <p>Initiate, prioritise, discuss and develop team/work unit goals, strategies and plans</p> <p>Anticipate and assess the impact of changes, such as organisational strategy/economic conditions, on team/work unit objectives and initiate appropriate responses</p> <p>Monitor and evaluate achievements and adjust future plans accordingly</p>	<p>Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues</p> <p>Engage in critical analysis of complex issues, weigh up alternatives and identify the most effective solutions, taking into account the wider organisational context</p> <p>Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements</p> <p>Implement systems and processes that underpin high quality data gathering and analysis</p>	<p>Ensure that actions of self and others are focused on achieving organisational outcomes</p> <p>Assess work outcomes and identify and share learnings to inform future actions. Exercise delegations responsibly</p> <p>Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks</p> <p>Understand and exercise integrity and due diligence with budgets, University monies and other resources</p>

## PERSONAL ATTRIBUTES

Display Resilience and Courage	Act with Integrity	Manage Self	Value Diversity
<i>Be open and honest, prepared to express your views, and willing to accept and commit to change</i>	<i>Be ethical and professional and act in keeping with the University's values</i>	<i>Show drive and motivation, a measured approach, and a commitment to learning</i>	<i>Show respect for diverse backgrounds, experience, and perspectives</i>
ADEPT	ADVANCED	ADEPT	INTERMEDIATE
<p>Be flexible, show initiative and respond quickly when situations change</p> <p>Give constructive and honest feedback and advice using appropriate manner and tone</p> <p>Listen when ideas are challenged, seek to understand the nature of the challenge and respond constructively</p> <p>Raise and work through challenging issues and seek alternatives</p> <p>Keep control of own emotions and stay calm under pressure and in challenging situations</p>	<p>Represent the organisation in an honest, ethical and professional way and model the highest standards of ethical behaviour and reinforce them in others</p> <p>Promote a culture of integrity and professionalism within the organisation. Ensure others understand and comply with the legislation and policy framework within which they operate</p> <p>Monitor ethical practices, standards and systems and reinforce their use. Act on reported breaches of rules, policies and guidelines</p>	<p>Look for and take advantage of opportunities to learn new skills and develop strengths</p> <p>Show commitment to achieving challenging goals</p> <p>Examine and reflect on own performance and areas for improvement. Encourage feedback from colleagues and stakeholders</p> <p>Demonstrate a high level of personal motivation and maintain own motivation when tasks become difficult</p>	<p>Be responsive to diverse experiences, perspectives, values and beliefs and listen to others' individual viewpoints</p> <p>Seek input from others who may have different perspectives and needs</p> <p>Adapt and respond positively in diverse environments</p>

## LANGUAGE AND CULTURE

Te Reo	Tikanga Māori
<i>Develop understanding and use of te reo Māori (Māori language)</i>	<i>Create knowledge and use of tikanga Māori (Māori cultural practices) in the workplace</i>
INTERMEDIATE	INTERMEDIATE
<p>Demonstrate use of te reo Māori words and phrases in appropriate work place settings</p> <p>Has prepared and can communicate accurately own mihi if required in the work place context</p> <p>Take part in opportunities to practice and extend own language capability</p>	<p>Understand the University's Māori Strategic Framework and incorporate its principles appropriately in work place activities</p> <p>Demonstrate an appropriate workplace understanding and awareness of tikanga Māori</p> <p>Has knowledge of the Articles and Principles of Te Tiriti o Waitangi</p> <p>Take part in opportunities to extend own understanding and awareness of tikanga Māori and Te Tiriti o Waitangi</p>