

Whitehorse City Council

Position description

Position title: Senior Contracts and Commercial Specialist	
Classification: Senior Executive Officer	Effective Date: March 2026
Reports to: Manager Commercial	Tenure: Permanent

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATE - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration	Respect	Excellence	Accountability	Trust
We work flexibly together to achieve outcomes and solve problems.	We actively listen, value diversity and care.	We adapt, respond, learn and grow.	We take responsibility and follow through on our promises.	We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

The primary purpose of this position is to support a commercial function for Council and provide leadership to strategically identify and pursue commercial opportunities expanding across strategic procurement, contract management, and other commercial opportunities. This role will identify and lead initiatives which increase financial benefits for Council, while also considering the community and social context of Council.

This role will also strategically manage, plan and coordinate the organisational approach to strategic procurement (pipeline and opportunities) and all matters associated with contract management.

The role will develop organisational capability of the organisation and leaders to effectively develop and manage contracts and other commercial opportunities that enable the achievement of Council's Strategic direction.

As a Senior Executive Officer within Whitehorse City Council, the role will actively support organisational performance and progress where possible. It will also lead and manage specialist scopes of work related to benefits realisation associated with Whitehorse City Council.

Key Responsibilities

Position Specific Responsibilities

- Identify and implement commercial opportunities to realise financial and social benefits, with support from the Manager Commercial.
- Work across the business to implement commercial opportunities and realise benefits.
- Support and lead the strategic direction and continuous improvement of balanced best value.
- Lead a proactive and forward-looking approach to contract lifecycle planning by working with business areas to ensure expiring contracts are reviewed early, options are assessed, and contracts are strategically negotiated or market tested in alignment with organisational needs.
- Develop, assess and implement specifications and tender documentation that align with Council objectives and legislative requirements and contribute to improved commercial outcomes.
- Support, recommend and lead the identification, assessment and management of external commercial opportunities.
- Evaluate market trends, commercial opportunities and risks to inform evidence-based decision making and strategic planning.



- Build and maintain strong relationships with key stakeholders.
- Lead and/or support the negotiation and management of complex commercial arrangements, upholding probity and transparency.
- Manage the full contract management lifecycle from procurement planning through to execution, performance monitoring, and contract close-out or renewal.
- Monitor and manage contract expenditure to ensure fiscal responsibility and alignment with budget parameters.
- Lead the development, implementation and training of contract performance reporting and management of Key Performance Indicators to ensure WCC suppliers meet or exceed agreed contract and service levels.
- Recommend, develop and implement organisational processes and procedures to ensure WCC contract management practices support and deliver sustainable, risk-appropriate commercial and service-level objectives and align with Council Procurement Policy.
- Explore innovative procurement and contract management solutions to support complex contractual challenges, mitigate risk and/or enhance commercial or community benefit.
- With the Finance department, ensure the Contract Management System (ReadyTech) is utilised and optimised to leverage system capability and workflow enhancements, delivering ongoing transparency, capability uplift and efficiencies across Council.
- Interpret contract requirements, terms and conditions and ensure that all parties understand and deliver on their responsibilities.
- Leverage strategic supplier relationships to manage risk, address issues and maximise contract and service value.
- Provide leadership and support to ERG and other councils in shared services and collaborative procurement endeavours.
- Lead the contracts and commercial specialists.
- Identify opportunities to optimise supplier performance, contract value and service delivery outcomes.

Self-Leadership:

- Formulate effective working relationships, build trust and gain confidence across all levels of the organisation and with external contacts.
- Clearly communicate information to a range of audiences.
- Negotiate, problem solve and influence in pursuit of Contracts and Commercial and organisational objectives, modelling initiative and decisiveness.
- Apply and share knowledge gained through experience and exposure to experts, colleagues and stakeholders.
- Under the direction of the Manager, manage a dynamic workload with competing priorities and operate independently and effectively under pressure.



- Actively seek, reflect on and act on feedback, demonstrating a clear capacity and willingness to use feedback for continuous improvement in the role.
- Apply strengths and mitigate weaknesses and limitations.
- Proactively seek opportunities for development and growth.
- Actively model integrity, equity, fairness and transparency in a values-driven manner.

People Leadership:

- Provide leadership to the Commercial Specialist positions in accordance with the organisational structure.
- Support and, where appropriate, lead the setting of goals in line with Council and Commercial and Property department strategies, plans and expectations, including providing performance guidelines.
- Share expertise in the specialist area to develop the professional skills of others and build organisational capability.
- Support specialist areas, where appropriate, in the identification and implementation of commercial opportunities, contract planning and contract management.
- Provide equitable and sound leadership, including recommending appropriate training, development and motivation, to ensure contract performance is measured and proactively managed.
- Lead, motivate and develop people to improve culture, engagement and performance, aligning people and organisational goals.
- Foster an environment that encourages new ideas and supports the development of emerging skills.
- Monitor and report on progress.
- Act as an ambassador for organisational culture and values, ensuring values are embedded and upheld by role modelling constructive behaviours to build trust and support high standards of performance.

Specialist Area Leadership:

- Lead or support internal resources, where required, to achieve service outcomes specific to contract renewals and contract management activities.
- Lead specialist area performance in line with service expectations.
- Think and act strategically, particularly in relation to specialist area strategies, programs and approaches.
- Leverage external networks to ensure Council maintains pace with industry leaders.
- Identify and develop changes to policy and procedure in areas of responsibility, where appropriate, through a continuous improvement lens.

Organisational Leadership:

- Support the implementation of and compliance with organisational policy, legislative and regulatory requirements.
- Make a considered and strategic contribution to the development and enablement of Council's vision, direction and goals to serve the community and advance the organisation, recognising an evolving local government context.
- Lead and influence adherence to Council values, the Code of Conduct, the Enterprise Bargaining Agreement and applicable policies, procedures and practices.
- In support of the Manager Commercial, lead and influence awareness of and compliance with relevant regulations and legislation.
- Ensure that risk management principles are adopted in all decision-making processes applicable to Commercial and Property.
- Support and, if required, undertake the identification, reporting and resolution of risk management activities, including ensuring that WCC Contract Owners are appropriately trained and that relevant operating procedures provide for a safe working environment.
- Display and demonstrate appropriate care and use of relevant assets and equipment.

Corporate Responsibilities:

- Ensure adherence to all corporate policies, procedures, organisational goals and values principles in the current Whitehorse City Council Collective Agreement by all staff under supervision.
- Ensure the organisation is aware of and compliant with relevant statutes and legislation.
- Manage the financial and contractual aspects of agreements, demonstrating accountability for financial performance, compliance and contract delivery.
- Identify and develop changes to policy and procedure in areas of responsibility.
- Ensure that risk management principles are adopted in all decision-making processes within the team.
- Undertake the identification, reporting and resolution of risk management activities, including ensuring staff are appropriately trained and that relevant operating procedures provide for a safe working environment.
- Apply sound financial management techniques to team budget processes.
- Provide equitable and sound supervision of staff, including appropriate training, development and motivation, to ensure team KRAs are met and contribute to the team's strategic objectives.
- Ensure appropriate care and use of assets and equipment.



Accountability and Extent of Authority

Budget: Nil, however key role to influence budget outcomes.

Staff responsibility: The position is responsible for the leadership of 2 positions (Contracts and Commercial Specialists)

Specialist Knowledge and Skills

- Demonstrated specialist knowledge and experience in strategic procurement, contract management and commercial advisory services, preferably within a local government or complex public sector environment.
- Sound knowledge of relevant legislation, policy and probity requirements relating to procurement, contract management, governance, risk and financial accountability.
- Proven ability to identify, assess and implement commercial opportunities that deliver financial, service, social and community benefits.

Technology:

- Proficiency in using Microsoft Office applications and corporate systems to prepare documentation, analyse information, monitor contract performance and maintain accurate records.
- Experience using contract management, procurement, finance or workflow systems, with the ability to support system improvement, reporting, compliance and user adoption.
- Ability to use data, dashboards and reporting tools to identify trends, monitor expenditure, assess supplier performance and support continuous improvement.

Qualifications and Experience

Qualifications/ Certificates:

- Relevant qualifications in procurement, business law, commerce, business or economics and/or relevant industry experience

Interpersonal Skills

Key Relationships:

- Builds and maintains constructive working relationships with stakeholders at all levels, including staff, senior leaders, executive leaders and Councillors, with a focus on trust, clarity and sound judgement.
- Provides clear, practical and well-considered advice across all service areas, supporting informed decision making and consistent application of procurement, contract management and commercial practices.



- Engages effectively with diverse internal stakeholders to educate, influence and build organisational capability in contract planning, supplier management, commercial thinking and benefits realisation.
- Leads, supports and develops a small specialist team, building capability over time through coaching, knowledge sharing, feedback and clear expectations.
- Communicates complex commercial, contractual and governance matters in a way that is accessible, relevant and tailored to the audience.
- Negotiates and influences outcomes respectfully and transparently, balancing organisational objectives, stakeholder needs, risk, value for money and community benefit.
- Works collaboratively across departments to resolve issues, manage competing priorities and support consistent, organisation-wide approaches to procurement and contract management.
- Demonstrates professionalism, discretion and political awareness when dealing with sensitive matters, complex relationships and high-impact decisions.

Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.

Key Selection Criteria

- Relevant tertiary qualifications in procurement, business law, commerce, business, economics or a related discipline, and/or substantial relevant industry experience in a complex commercial, procurement or contract management environment.
- Demonstrated experience managing complex contracts and leading commercial negotiations that deliver value for money, manage risk and support positive organisational outcomes.
- Proven ability to identify, develop and deliver commercial outcomes that provide both financial and social benefits within a complex, multi-stakeholder environment.
- Strong understanding of complex risk, governance, probity, legislative and policy requirements, with the ability to apply these principles to commercial decision making and contract management.
- Well-developed analytical, evaluation and problem-solving skills, with the ability to assess options, interpret information and develop innovative solutions to complex commercial and contractual challenges.
- Demonstrated people leadership capability, including the ability to lead, coach and develop a small specialist team while building capability, accountability and performance over time.



Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.		Rarely	
Hand/Arm Movement Tasks involve use of hand/arms	Computer use	Frequently	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.		Rarely	
Standing Tasks involve standing in an upright position		Rarely	
Reaching Tasks involve reaching above head, and above and equal to shoulder height		Rarely	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	Walking to meetings	Sometimes	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another		Rarely	
Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body		Rarely	
Keyboard Duties Tasks involve sitting at workstation and using computer	Writing and editing	Frequently	



Satisfactory Vision Standard of vision required equal to that required for driver's licence	Standard of vision required equal to that required for driver's licence	Frequently	
---	---	------------	--

Any other relevant comments: