

**Commercial Contracts Manager**

**All of Government Services Delivery (AoG SD), Digital Public Services branch**

The Commercial Contracts Manager (CCM) contributes to the effective management of AoG ICT contracts, suppliers, and products supporting the delivery of cost effective and quality ICT common capabilities to All of Government (AoG) clients by providing subject matter expertise and capability in the development and maintenance of complex contracts with multiple ICT suppliers in alignment with the business needs, strategic priorities and wider Product/Category Management plans.

CCMs work to ensure the delivery of fit-for-purpose commercial arrangements and contracts that align with agreed commercial strategies to enable Government to achieve ICT strategic goals.

## Reporting to: Team Leader Commercial Contracts

* + **Location:** Wellington
	+ **Salary range**: IT, Band I

**What we do matters – our purpose**

Our purpose is to serve and connect people, communities and government to build a safe, prosperous and respected nation. In other words, it’s all about helping to make New Zealand better for New Zealanders.

# How we do things around here – our principles

## We make it easy, we make it work

* + - Customer centred
		- Make things even better

## We’re stronger together

* + - Work as a team
		- Value each other

## We take pride in what we do

* + - Make a positive difference
		- Strive for excellence

# Working effectively with Māori

Te Aka Taiwhenua – our Māori Strategic Framework – enables us to work effectively with Māori. Te Aka Taiwhenua is underpinned by our mātāpono – Kotahitanga, Manaakitanga, Whānaungatanga, He Tāngata.

As DIA is an agent of the Crown, Te Tiriti o Waitangi/The Treaty of Waitangi is important to everything we say or do. We recognise it as an enduring document central to New Zealand’s past, present and future. Building and maintaining meaningful relationships is important to work effectively with Māori, stakeholders and other agencies. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

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| **What you will do to contribute As a result we will see** |
| **ICT Contracts Development, Change and Commercial Management*** Develop and deliver fit-for-purpose ICT contractual documentation, schedules, memorandum of understanding, subscription agreements, service catalogues, appropriate execution of contracts, deeds of variation and letters of renewal.
* Collaborate with DIA Legal team, Supplier Portfolio & Contract Managers, Category Managers and wider AoG SD team to produce commercial documentation in an effective timely manner – enabling prompt service uptake.
* Ensure that all commercial practices and documentation developed can stand up to all risk, probity, and assurance checks that may be undertaken – including meeting the spirit and intent of the Government’s Procurement Rules.
* Assist with the development of Supplier Governance and Performance Management frameworks which are aligned to Strategic Supplier Relationship requirements and continually evolve to support emerging supply market models.
* Work closely with Supplier Portfolio & Contract Managers, Category Managers and Lead Commercial Contracts Manager providing support during contract negotiations, supplier performance management and contract change management processes.
* Assist the Security team, Supplier Portfolio & Contract Managers and Category Managers with the security certification process, including preparation of SOW’s, contractual documents and commercials – as required.
* Standardise and rationalise contract constructs where appropriate.
* Provide commercial expertise and advice to agencies, as required, to enable the effective uptake of ICT common capability products and services.
* Influence and provide support in the development and implementation of an effective framework and guidelines for the ongoing strategic and operational management of ICT categories, suppliers and contracts in a publicly accountable, multi-million dollar operation.
 | * Fit-for-purpose commercial arrangements and contracts that align with agreed commercial strategies are developed and produced in a robust and effective timeframe.
* Catalogue changes, consumption documents, MOU’s etc will be promptly turned around to enable uptake of ICT common capability products and services.
* New commercial solutions will be developed for changing market models – as required.
* Highly effective Supplier Governance and Performance frameworks will be in place. Continuously improving value will be obtained from supply relationships.
* Agency uptake of CC ICT products and services will be facilitated by sound commercial advice and customer feedback will be very positive.
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| **What you will do to contribute** | **As a result we will see** |
| **Supplier Governance Support / Business Performance Measurement*** Assist Supplier Portfolio & Contract Managers and Category Managers in the effective governance of AoG suppliers by providing commercial contract, performance reporting, and analytical support.
* Collaborate with Supplier Portfolio & Contract Managers and Category Managers to continuously review and analyse existing contracts to identify areas to maximise efficiencies, enhance benefits or optimise costs.
* Assist with the maintenance of document management systems and reporting systems.
* Manage and monitor supplier compliance with contract deliverables for the commercial portfolio.
 | * Reporting and document management tools will be up-to- date and optimised. Analysis of data will be driving change and improvements.
* Excellent additional value and innovation will be being delivered through ICT supply relationships and contracts.
* Expert analysis of data will be driving change and improvements.
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| **Work collaboratively across the team and Group** * Proactively work with the Portfolio Management team to develop an understanding of the strategic direction of the commercial portfolio and provide input into commercial product portfolio analysis.
* Work closely with Supplier Portfolio & Contract Managers, Category Managers and others within the team to accurately assess and manage the levels of commercial risk associated with contracts.
* Work with the Procurement Manager to provide input and expertise into the development of sourcing strategy and plans that contribute to the ongoing delivery of the portfolio of shared capabilities.
* Proactively look for opportunities to share knowledge and intel with colleagues; drive and enable information sharing and collaboration with other AoG SD teams and the wider branch.
* Proactively support a collaborative team culture; work to establish a common direction and shared understanding of goals and team values.
 | * Commercial & Supplier Relationships team working collaboratively to deliver seamless and joined up services.
* Sharing of knowledge and intel for the betterment of individual and team practice and development.
* Adaptive and productive work environment and conditions that allow the team to be successful.
* Methods of collaboration and ways of working that enable new insights, creative solutions and ensure successful delivery of the work.
* Shared accountability for the success of the function and team.
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| **Stakeholder Management*** Develop and maintain effective working relationships with key internal and external stakeholders to ensure the Commercial & Supplier Relationships Team works effectively across the Group, Branch and wider system.
* Engage with internal stakeholders and act as a conduit between teams to ensure that suppliers and contracts are managed in accordance with strategic frameworks, policies and guidelines.
 | * Recognised by stakeholders as a trusted advisor.
* All advice, analysis, processes and practices developed by the team incorporates input from relevant stakeholders.
* Good working relationships are maintained internally and externally with stakeholders.
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| **Thought Leadership and Best Practice*** Contribute to open All of Government dialogue regarding commercial and contractual management practices.
* Identify opportunities to improve the customer experience and satisfaction with AoG SD services.
* Provide feedback for the improvement of the commercial and contractual management procedures, practice and documentation.
* Contribute to the development of digital tools to manage the procurement process.
* Maintain up to date knowledge of innovative procurement practices.
 | * DPS is recognised as exemplar in the field of ICT procurement and modern, innovative commercial contract development.
* Continuous improvement of procurement practice and procedures.
* Continuous development of personal knowledge and practice.
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| **Health and Safety (for self)*** Work safely and take responsibility for keeping self and colleagues free from harm.
* Report all incidents and hazards promptly.
* Know what to do in the event of an emergency.
* Cooperate in implementing return to work plans.
 | * A safe and healthy workplace for all people using our sites as a place of work.
* Health and safety guidelines are followed.
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|  | Advise | Collaborate with | Influence | Inform | Manage/lead | Deliver to |
| --- | --- | --- | --- | --- | --- | --- |
| Who you will work with to get the job done |
| Internal | Manager Commercial & Supplier Relationships | ✓ | ✓ | ✓ | ✓ |  | ✓ |
| Supplier Portfolio & Contracts Managers and Category Managers | ✓ | ✓ |  | ✓ |  |  |
| AOG SD Managers and teams |  |  |  |  |  |  |
| ICT Capability & Change team members | ✓ | ✓ |  | ✓ |  |  |
| Procurement Manager | ✓ | ✓ |  | ✓ |  |  |
| Portfolio Management team | ✓ | ✓ | ✓ | ✓ |  |  |
| DPS directorate  |  | ✓ |  | ✓ |  |  |
| DIA Legal Team | ✓ | ✓ |  | ✓ |  |  |
| External | Key vendors and suppliers  | ✓ | ✓ | ✓ | ✓ | ✓ |  |
| Other Agencies | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| MBIE – Government Procurement Branch | ✓ | ✓ | ✓ | ✓ |  |  |

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| **Your delegations** |
| Human Resources and financial delegations | Level Z |
| Direct reports | Nil |

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| **Your success profile for this role** | **What you will bring specifically** |
| At DIA, we have a Capability Framework to help guide our people towards the behaviours and skills needed to be successful. The core success profile for this role is [Specialist](http://www.dia.govt.nz/diawebsite.nsf/Files/DIA_Profile_Specialist_v7/%24file/DIA_Profile_Specialist_v7.pdf).Keys to Success:* Problem solving
* Critical thinking
* Interpersonal savvy
* Navigating complexity
* Communicating with influence
* Technical and specialist learning
 | **Experience:*** Significant experience and expertise in the development of ICT contractual documentation, schedules, memorandum of understanding, subscription agreements, service catalogues, appropriate execution of contracts, deeds of variation and letters of renewal.
* Experience working within the ICT environment, with a sound understanding of the New Zealand market context.
* Experience in the development and continuous improvement of policy, frameworks and methodologies within a complex business environment.
* Proven ability to undertake analysis in a technology procurement context.
* Proven track record in ICT procurement, contract negotiation and contract management.

**Knowledge:*** Strong commercial acumen and a well- developed commercial background.
* Knowledge of and experience working with relevant legislation, public sector requirements, codes, sourcing rules and procurement practice.
* A good understanding of the ICT industry, particularly in relation to market trends, commercial constructs, products and services, and supplier performance management.
* Able to understand process design, frameworks, and document new processes and process improvements.
* An understanding of the machinery of government with the ability to leverage the system to ensure successful outcomes.

**Skills:*** Excellent negotiation and influencing skills – able to understand points of difference, gains trust quickly, can work through challenging situations to gain a beneficial outcome.
* Excellent relationship management skills – able to quickly establish, build and maintain highly effective working relationships both internally and externally.
* Able to effectively work people from diverse backgrounds, management levels and professional skills.
* Effective problem analysis and solving skills at a level to work through issues of considerable complexity, with the judgement to select and apply/recommend appropriate solutions.
* Exceptional communication skills – both oral and written. Able to influence others to achieve outcomes, communicates complex information effectively and at a level appropriate to the audience.
* Exceptional interpersonal skills – able to quickly adapt to the situation, understands needs of audience.
* Strategic thinking – able to see big picture, can quickly identify links between different parts of an issue, thinks innovatively and is able to accurately assess/manage risks whilst achieving outcomes.
* Are positive and proactive that can be relied on to deliver high quality outcomes without close supervision.

**Other requirements:*** Education and Professional Memberships: A law degree or equivalent professional experience.
* Able to obtain and maintain a confidential security clearance.
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