

## Position Description

<b>Position Title:</b>	<b>Contracts Manager</b>
<b>Reports To:</b>	WasteNet Director
<b>Responsible For:</b>	N/A
<b>Group and Team:</b>	Infrastructure – WasteNet
<b>Children’s Worker:</b>	No
<b>Delegations and Budget Responsibilities:</b>	As per Delegations Register

### Purpose

To lead the operational, financial, and compliance management of waste management contracts to optimise the waste value chain, enhance service delivery, reduce costs, and ensure compliance with the Health and Safety at Work Act (HSWA), Waste Management Act (WMA) and relevant legislation. Monitor contractor performance, including collecting and analysing waste and financial data, to support decision-making, the identification of opportunities for continuous improvement, risk mitigation, and quality assurance. Maintain strong relationships with internal and external stakeholders to deliver effective and efficient waste management services and contract management functions.

### Key Relationships

#### External to Council

- Clients/public.
- Community groups and organisations.
- Other local and regional authorities.
- Outside agencies including Government departments.
- Professional organisations.
- WasteNet Council stakeholders and employees.

#### Within Council

- Other team members in your Department/Group.
- Other Invercargill City Council employees.
- Elected Representatives.
- Executive Leadership Team.

### Our Compass Values and Behaviours

#### Responsibility

**Take ownership of decisions and outcomes, both collectively and individually.**

- We willingly share our knowledge.
- We acknowledge our mistakes, work to resolve them and learn from them.
- We give and receive feedback in a constructive manner to resolve issues.
- We do our job with total commitment.

#### Respect

**Everyone is important, as are their views.**

- We support and care for each other.
- We stop to listen, learn and understand.
- We communicate in an honest, up-front, and considerate manner.
- We maintain confidences and avoid hurtful gossip.

#### Above and Beyond

**Take opportunities to go the extra mile.**

- We take the initiative to improve our work practices to get the best result.
- We challenge ourselves and each other to make it better.
- We take pride in providing the best possible outcomes.
- We are ambassadors for our Council at all times.

#### Positivity

**Always look on the bright side of life.**

- We are approachable, interested and friendly.
- We are open and receptive to change.
- We acknowledge and praise the efforts of others.
- We work together as a team to get the job done.

## What You Will Do *(provided as a guide only)*

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### Contract Management

- Lead the management and maintenance of compliance of WasteNet Southland's waste management contracts and the ICC-held contract for recyclables processing.
- Review proposed variations/notices to contract to determine financial exposure and operational and risk.
- Chair, attend, and provide input into formal contract meetings.
- Monitor budgets and report on contract budgetary performance.
- Monitor and report on contractor financial performance vs service level performance.
- Manage, negotiate and vary existing waste management contracts as opportunities present themselves that improve the value chain for reduced costs, risks and service levels.

### Data Analysis and Reporting

- Conduct regular data analysis to inform contract performance and support decision-making.
- Develop, enhance, and track financial, operational and waste volume performance indicators (PIs) and key performance indicators (KPIs), including those specific to waste management and the waste management contracts.
- Populate, analyse and interpret data to validate commercial claims and ensure accuracy in reporting.
- Conduct qualitative and quantitative data analysis on various metrics, including waste management and diversion performance.
- On an as-required basis, create and deliver monthly, quarterly, and annual reports for WasteNet, relevant staff across the WasteNet Councils, and governance/Councils, including updates on contract performance and waste management metrics.
- Analyse trends, interpret findings, and provide actionable insights to support strategic decision-making processes.

### Compliance and Risk Management

- Ensure contract alignment with legislation, policy, and strategy.
- Oversee the maintenance and updating of the operations risk register relating to the waste management contracts.
- Assess and manage excepted risk claims.
- Reviewing and approve models to assess financial and operational risks.

### Stakeholder Management

- Establish and maintain effective working relationships with internal and external stakeholders relevant to contract management and waste data.
- Liaise with diverse stakeholders, including contractors, agencies, community members, and customers.
- Collaborate with internal (WasteNet Councils) and external partners to gather, share, and utilise waste data effectively.
- Support the engagement team by providing data for public communications and education initiatives.
- Respond promptly and professionally to customer enquiries and requests related to waste management and contract performance.

### Financial Management Support

- Support the development and maintain accurate financial forecasts for contract costs, collaborating with finance to ensure robustness and alignment with WasteNet budgets.

- Manage the full cycle of contract-related financial processes, including invoice validation, purchase order creation, and timely payment processing through Tech One, ensuring compliance with established finance procedures.
- Conduct comprehensive financial analysis of contracts and contractors, including performance evaluation, cost-benefit analysis, and identification of cost optimisation opportunities.
- Lead the development and implementation of financial risk management strategies for contracts, including contingency planning and mitigation measures.
- Contribute to budget planning, monitoring, and reporting for contracts under management and the broader functional area, providing regular updates to senior management and key stakeholders.
- Analyse financial data to provide strategic insights for decision-making, with a focus on improving contract value and financial performance.
- Ensure compliance with WasteNet Councils' policies, New Zealand law, and best practices in financial management and reporting for all contract-related activities.
- Provide clear, concise and accurate data for financial reports, and recommendations, highlighting key performance indicators and areas for improvement.

### Project Management

- Where applicable to the waste management contracts and associated activities, participate in waste management projects to provide contract management expertise.
- Provide contract-related expertise to ensure alignment with project goals.
- Where applicable to the waste management contracts and associated activities, assist in the development and execution of waste management projects.
- Provide data insights to support project decision-making.
- Provide data-driven insights to support project planning and evaluation.

### Administration

- Manage information systems to support efficient waste management operations.
- Develop and implement processes and systems to support efficient operations within function.
- Manage and maintain accurate records and documentation to ensure compliance with organisational policies and New Zealand legislation and regulations.
- Coordinate and facilitate meetings with internal and external stakeholders to enhance communication and collaboration relating to service contracts.
- Provide administrative support across the team as needed to maintain smooth operations.
- As required for role deliverables, complete purchase orders and associated admin within Tech One including the setup of new suppliers, creating requisitions, transmitting order numbers, processing accounts payables; following established finance processes to ensure accurate and timely payments.

### Quality Assurance

- Manage quality assurance processes for contract compliance and performance monitoring.
- Develop and implement quality standards for waste management services and existing contracts.
- Conduct regular audits to ensure compliance with established standards within function.
- Identify areas for improvement and implementing corrective actions.
- Monitor and report on service quality metrics to the Waste Management Group as required.
- Monitor data accuracy to ensure reporting quality aligns with WasteNet's standards.

### Health, Safety and Wellbeing

- Drive HSW compliance across all contract management activities, ensuring contractor adherence to safety protocols.

- Regularly reviewing and updating HSW practices to mitigate risks in waste management operations.
- Ensure HSW compliance in data collection processes (e.g., site visits).
- Ensure HSW compliance and promote a safety-first culture across all of WasteNet Southland activities.

### Governance Support

- Prepare and deliver clear, data-driven contract performance reports aligned with WasteNet's strategic goals, ensuring timely and accurate information for governance decision-making.
- Provide support in governance reporting by providing comprehensive, actionable insights from your area of responsibility.

**Note:** Specific performance measures for this position will be discussed between you and your manager through the performance development plan process.

### What You Will Bring

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The below qualities, knowledge and skills are the key focus for this position and are used to assess an applicant's suitability for the role and the incumbent's performance in the position.

### Education and Qualifications

**Essential:**

A relevant tertiary qualification, such as a bachelor's degree in business, finance, management, commerce, or a field related to the specific industry  
Current NZ Driver's license

**Desirable:**

New Zealand Certificate in Infrastructure Works Contract Management (Level 5)  
Project Management certification (PMP, PRINCE2) or Negotiation Skills Certificate can be beneficial

### Knowledge, Skills and Experience

**Essential:**

Demonstrated experience with a minimum of 5-7 years in commercial contracts  
Experience in managing complex contracts, preferably in waste management or related sectors  
Understanding of contract management frameworks (e.g., NZS 3910, NZS 3917) and administrative requirements  
Superior negotiation skills and commercial acumen, with the ability to interpret financial language into simple operational speak  
Ability to work as a team player while also being able to work autonomously and use initiative

**Desirable:**

Exceptional data analysis, modelling, and reporting skills, with proficiency in tools such as Excel and data visualisation software  
Strategic thinking ability with a focus on identifying commercial risks through value chains  
Excellent communication, relationship management, and influencing skills, with a strong customer service focus  
Experience working in or with local government in New Zealand and/or in the civil and/or waste management industry is advantageous  
Flexibility to respond to changing demands, with strong personal prioritisation, time management, and organisational skills

Strong organisational skills with the ability to work under pressure, maintaining a high level of integrity and honesty

Innovator of contractual and commercial change, with the ability to drive improvements in operational service delivery performance

Proficiency in data analysis tools (Power BI, VBA, 'R')

## Agreement

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### Employee

Name

Sign

Date

### Manager

Name

Sign

Date

**Note:** From time to time it may be necessary to consider changes in the position description in response to the changing nature of the work environment, which includes technological and statutory change. Such changes may be considered as part of the performance development review process or as required.

## What We All Do

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### Customer Commitment

Treat customers with respect – taking the time to listen, learn and understand.

Present a positive image of Council by ensuring an efficient, courteous and professional service to customers at all times.

Acknowledge problems and complaints, identifying and promptly acting on solutions.

### Continuous Improvement

Evaluate and review work practices and processes within all areas of responsibility to ensure that they are effective and efficient and implement improvements where appropriate.

Identify and propose additional business or service opportunities that enhance Council's existing capabilities.

### Health, Safety and Well-being

Promote a safe and sound working environment and a culture of safe and responsible behaviours and attitudes.

Adhere to Health, Safety and Well-being policies and procedures, enabling a safe and healthy work environment for all workers and members of the public.

### Civil Defence Emergency Management

Assist Council in preparing for and responding to an emergency.

After establishing the safety of members of your household, you may be assigned duties to assist Council and/or Emergency Management Southland in an emergency.

### Other Duties

Undertake duties from time to time that may be in addition to those outlined but which fall within your capabilities and experience.