



APPLICANT PACK

# Manager Contract Management and Partnerships

City of Gold Coast



RECRUITING FOR:

CITY OF  
**GOLDCOAST™**

**CONTACT**

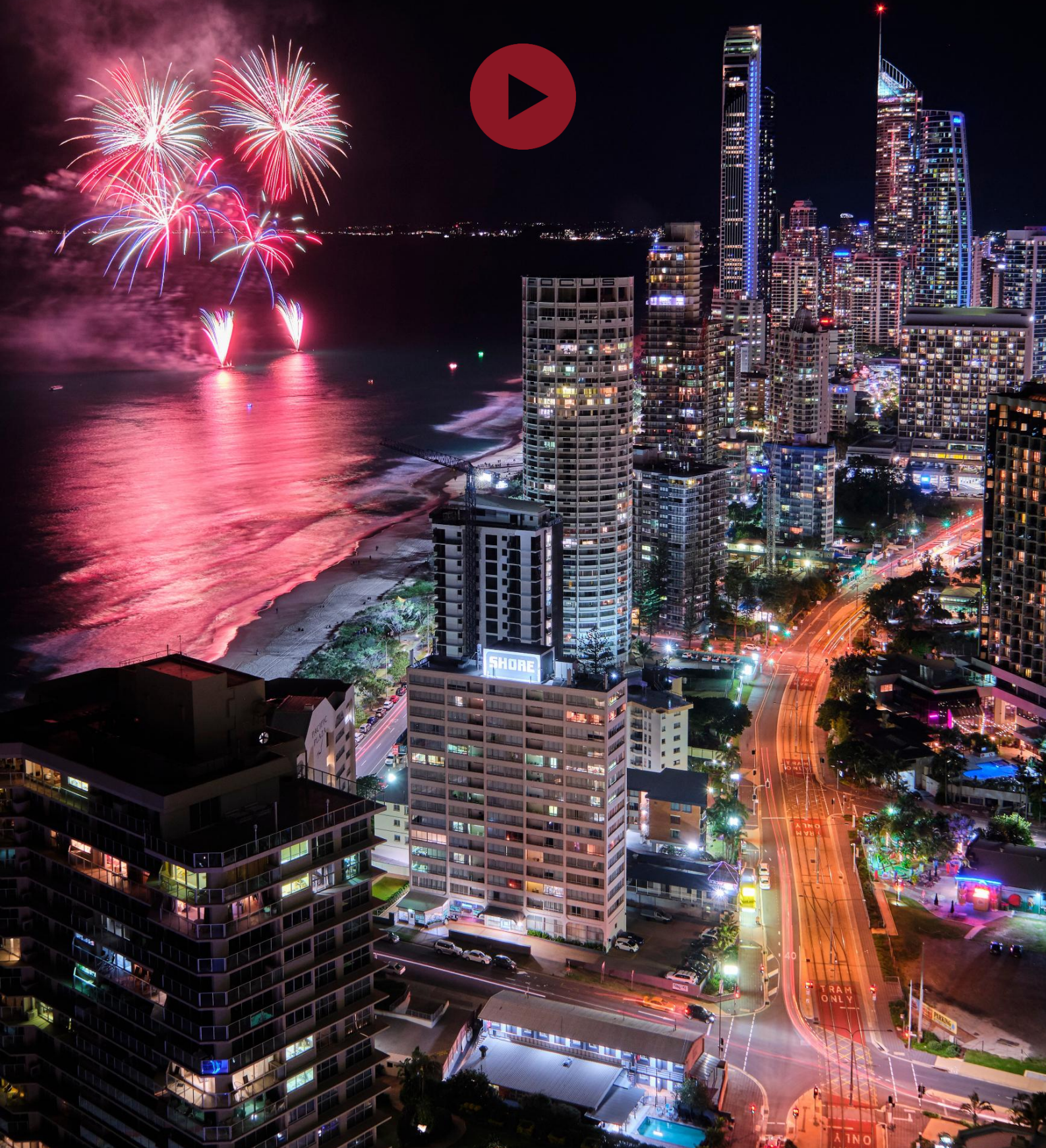
**Angie Simmonds**  
Principal Talent Consultant  
Leading Roles

📞 0476 861 300

✉ [angie.simmonds@leadingroles.com.au](mailto:angie.simmonds@leadingroles.com.au)



Be part of shaping the  
future of Gold Coast





# Contents

<a href="#"><u>The Role</u></a>	4
<a href="#"><u>Remuneration and Benefits</u></a>	12
<a href="#"><u>About City of Gold Coast</u></a>	13
<a href="#"><u>Living in the Region</u></a>	14
<a href="#"><u>Recruitment Process and Timeframes</u></a>	17
<a href="#"><u>Contact</u></a>	19
<a href="#"><u>Attachment: Position Brief</u></a>	
<a href="#"><u>Attachment: Organisational Chart</u></a>	

We respectfully acknowledge the Traditional Owners, the Yugambeh language region of the Gold Coast, as the custodians of the land and waters, on which we work, live and play. We pay respects to the broader First Nations community and to Elders, past, present and emerging and acknowledge their continuing culture and contribution to the life of the region.





# The Opportunity

The City of Gold Coast is transforming its procurement and contract management functions to enhance efficiency, transparency, and value for money. As part of this transformation, the role of Manager Contract Management and Partnerships is integral to ensuring the effective oversight of high-value contracts, developing strategic supplier partnerships, and embedding best-practice contract lifecycle management within the organisation.

Reporting to the Chief Procurement Officer, this role leads a team of approximately 33 staff, ensuring contract governance aligns with legal, financial, and operational requirements. The role requires a strong background in commercial contract management, supplier engagement, and strategic procurement governance.

This is a unique opportunity for an experienced contract management professional to drive innovation, strengthen supplier relationships, and enhance contract performance across the City's procurement landscape.

## Role Purpose

The Manager Contract Management and Partnerships is responsible for leading contract administration, supplier relationship management, and performance monitoring across a diverse range of contracts. The role plays a pivotal function in ensuring value for money, risk mitigation, and financial savings while supporting the City's broader procurement objectives.





# Key Responsibilities

## 1. Contract Management and Governance

- Oversee a portfolio of high-value contracts, ensuring compliance with legislative, policy, and probity requirements.
- Lead the development and implementation of contract management frameworks, ensuring best-practice governance.
- Implement contract performance monitoring mechanisms, ensuring suppliers meet service levels and key performance indicators (KPIs).
- Drive continuous improvement in contract administration, reporting, and compliance tracking.

## 2. Strategic Supplier Relationship Management

- Develop and implement strategic supplier relationship frameworks, ensuring the City maximises value from key suppliers.
- Lead supplier performance reviews, ensuring contractual obligations are met and commercial outcomes are optimised.
- Implement strategic relationship management initiatives, fostering collaborative partnerships and innovation with key suppliers.
- Ensure structured engagement with contractors, vendors, and industry stakeholders, enhancing transparency and accountability.

## 3. Commercial and Risk Management

- Lead contract negotiations, ensuring commercial terms align with City objectives, cost efficiencies, and risk mitigation.
- Implement contract risk assessment frameworks, ensuring contract lifecycle risks are proactively managed.
- Manage dispute resolution processes, ensuring commercial risks are minimised and contractual disputes are resolved efficiently.
- Ensure contract management aligns with financial best practices, optimising budgetary outcomes.





# Key Responsibilities

## continued..

### 4. Stakeholder Engagement and Leadership

- Act as a key advisor to the Chief Procurement Officer and Senior Leadership Team on contract management and supplier engagement.
- Build relationships with internal stakeholders, including finance, legal, and operational teams, ensuring seamless contract execution.
- Lead and develop a high-performing team of 33 professionals, fostering a culture of excellence and continuous improvement.
- Provide contract management training and development opportunities, ensuring capability uplift across the team.

### 5. Continuous Improvement and Innovation

- Drive contract management innovation, leveraging technology and data analytics to enhance contract performance monitoring.
- Implement strategies to streamline contract administration, reducing inefficiencies and enhancing compliance.
- Embed a continuous improvement culture, ensuring contract management aligns with emerging industry best practices.



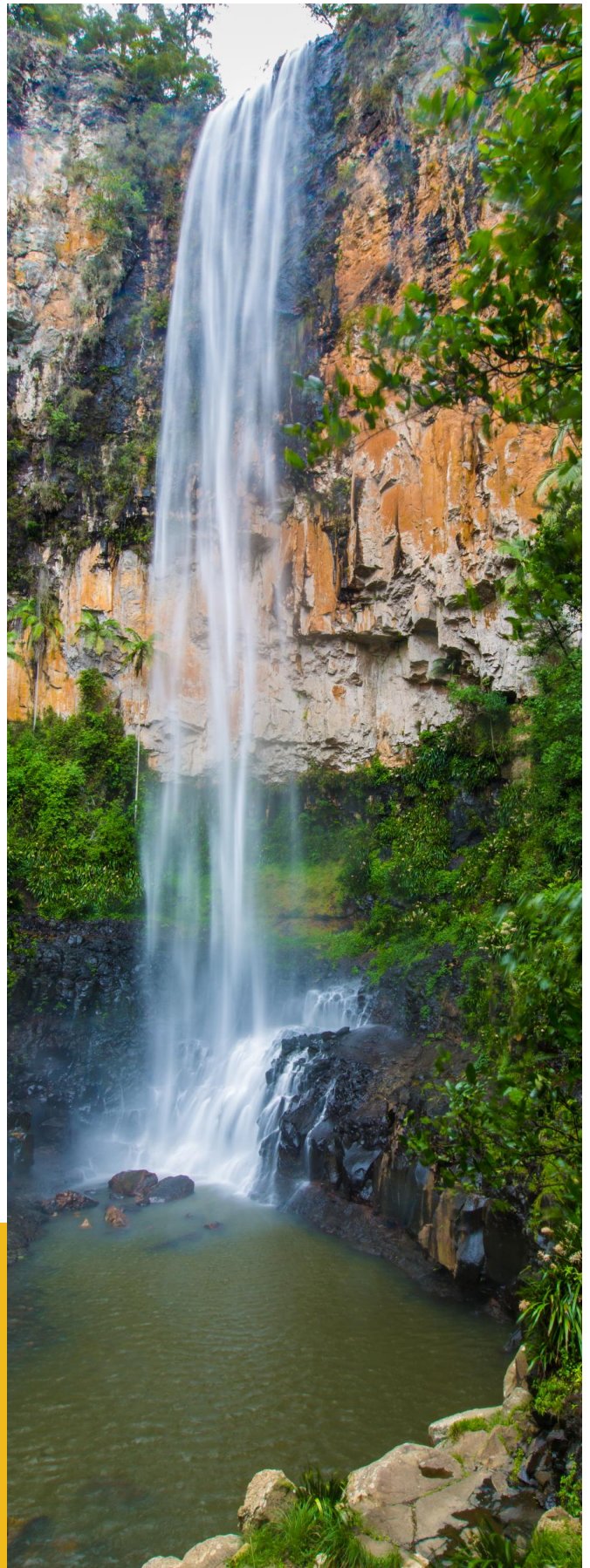
# Key Working Relationships

## Internal Stakeholders

- Chief Procurement Officer
- General Managers and Senior Leadership Team
- Legal, Finance, and Risk Teams
- Project Managers and Procurement Teams

## External Stakeholders

- Suppliers and Contractors
- State and Federal Government Agencies
- Industry Bodies and Local Government Networks
- Community and Business Groups







# Key Challenges and Opportunities

## Challenges

- Managing a large and diverse contract portfolio, ensuring efficient resource allocation and oversight.
- Balancing contract compliance and flexibility, ensuring procurement policies enable effective supplier management.
- Driving contract governance transformation, embedding best-practice methodologies across the organisation.
- Managing stakeholder expectations, particularly in high-profile public contracts with complex service delivery requirements.

## Opportunities

- Leading a contract management transformation, ensuring governance and compliance frameworks align with best practices.
- Strengthening supplier partnerships, ensuring value-driven commercial outcomes for the City.
- Leveraging contract performance analytics, ensuring data-driven insights improve contract execution and supplier accountability.
- Contributing to high-profile procurement initiatives, including those linked to the 2032 Olympic and Paralympic Games.





# Success Measures

The successful candidate will be expected to demonstrate the following within the first 12-24 months:

- Implementation of enhanced contract governance frameworks, ensuring best-practice contract administration.
- Development of structured supplier relationship management programs, driving cost savings and service improvements.
- Strong improvements in contract risk mitigation, reducing exposure to disputes and financial inefficiencies.
- Strengthened internal and external stakeholder engagement, ensuring contract management aligns with organisational objectives.
- Demonstrated leadership in contract performance monitoring, ensuring suppliers meet agreed service levels and KPIs.





# Qualifications, Skills & Attributes

## Essential Qualifications

- Bachelor's degree in Business, Procurement, Law, or a related field.
- Extensive experience in high-value contract management, supplier engagement, and strategic procurement governance.
- Proven ability to develop and implement contract management frameworks within a large, complex organisation.
- Strong knowledge of contract law, procurement regulations, and risk mitigation strategies.
- Demonstrated experience in negotiating complex contracts and managing supplier performance.
- Exceptional leadership skills, with a track record of managing multi-disciplinary teams.

## Desirable Qualifications

- Postgraduate qualification in Contract Law, Procurement, or Business Administration.
- Membership with a recognised procurement or contract management body, such as Chartered Institute of Procurement & Supply (CIPS).
- Experience in government procurement and contract management frameworks

**Note:** You must be an Australian Citizen or hold the appropriate visa to work in Australia to apply for this role. Leading Roles will undertake checks to confirm your right to work in Australia at the offer stage.





## Selection Criteria

1. Demonstrated experience in managing high-value contracts, ensuring compliance with legislative, financial, and operational requirements.
2. Proven ability to develop and implement supplier engagement strategies that drive performance, cost savings, and innovation.
3. Strong leadership experience in managing multi-disciplinary teams, fostering a high-performance culture, and delivering continuous improvement.
4. Extensive knowledge of contract negotiations, risk mitigation strategies, and procurement governance within a complex organisational environment.
5. Ability to effectively engage with internal and external stakeholders, providing expert advice and ensuring seamless contract execution.





## Remuneration and Benefits

The City of Gold Coast offers generous employee benefits including flexible work options to enhance work and life balance, generous superannuation and a social club. To find out more about employee benefits [click here](#). The City of Gold Coast offers an attractive remuneration package, including:

- Salary: \$189,000
- Car allowance: \$30,000
- Superannuation contributions in accordance with government standards.
- Professional development opportunities, including access to contract management certifications.
- Flexible work arrangements, ensuring work-life balance.
- The opportunity to lead high-profile contract management initiatives, contributing to the City's long-term procurement transformation strategy.

The Manager Contract Management and Partnerships role presents an exciting opportunity to shape the future of contract governance, supplier relationship management, and strategic procurement within the City of Gold Coast.

This position requires a commercially minded leader with a proven track record in contract management, supplier engagement, and procurement transformation.

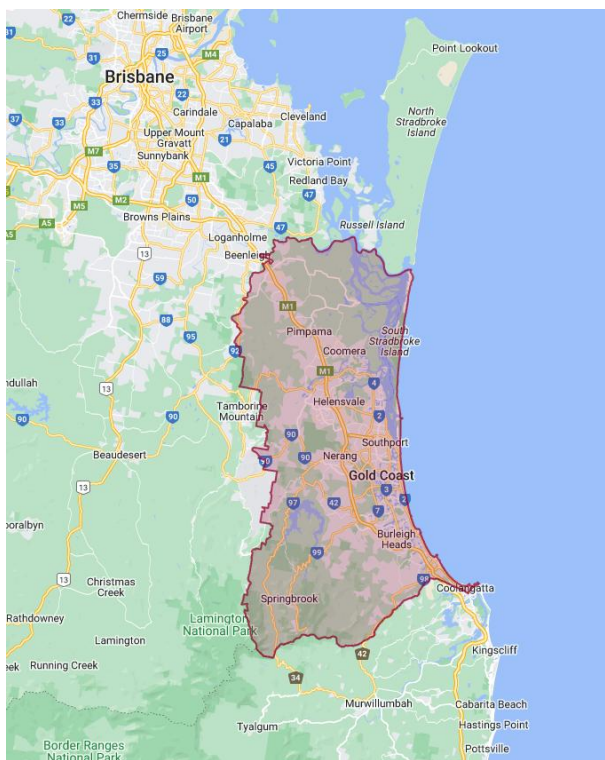
If you are a highly skilled contract management professional with expertise in governance, commercial negotiation, and supplier relationship management, we encourage you to apply and be part of this transformative journey.





# About Council

The City of Gold Coast is the second largest local government in Australia and serves a community of approximately 650,000 residents. The council employs around 4,500 staff and has an annual budget of \$2.2 billion.



The City of Gold Coast is divided into fourteen (14) divisions and encompasses the entire Gold Coast region which stretches along the southeastern coast of Queensland. The region includes diverse communities such as Surfers Paradise, Broadbeach, Burleigh Heads, Coolangatta and many others.

The region is known for its vibrant tourism industry, beautiful beaches and a growing population, currently estimated at 647,824 residents (2022).

The City of Gold Coast covers an area of more than 1,400 square kilometres with commercial and urban development, over 55 kilometres of beaches, more than 270 kilometres of navigable waterways and a world heritage forest.

The council plays a crucial role in fostering economic growth and development in the region. It supports local businesses, promotes tourism, attracts investment, and works to create employment opportunities.

The Gold Coast has a diverse economy, with sectors such as tourism, hospitality, construction, education, health, and professional services playing significant roles.

## Links to Council Information







# Living in the Region



## Housing

Housing on the Gold Coast is diverse, offering a range of options to accommodate the needs and preferences of its residents. Property prices can vary significantly depending on factors such as location, property type, size, and proximity to amenities. Beachfront and waterfront properties, as well as those in highly sought-after suburbs, tend to command higher prices.



## Educational Facilities

The City of Gold Coast is well-serviced by both state and private school facilities, there are more than 100 schools throughout the region. For those wishing to further their education, there are three universities and several Queensland TAFE campuses along with other independent tertiary education facilities all located throughout the City of Gold Coast.



## Healthcare

There are excellent medical facilities in the region with both public and private hospitals readily available including Gold Coast University Hospital, Robina Hospital and the Varsity Lakes Day Hospital. The region is home to medical centres, private health centres, dental practices, aged care facilities and other traditional and non-traditional medical practitioners.





# Living in the Region



## Shopping & Dining

The City of Gold Coast is abundant with shopping choices, from major shopping centres to quaint boutiques and art galleries. The dining is second to none in the region, with fresh local produce and dining options ranging from fast food and cafe dining to 5-star restaurants.



## Sports & Recreation

The Gold Coast City is spoilt for choice with excellent sports and recreational facilities, and many sporting clubs in the region including football, netball, soccer, rugby union and tennis to name a few. If you prefer more leisurely pursuits and getting outdoors the region is a haven for exploring local beaches, national parks and local waterways.



## Getting Around

Gold Coast City is located approximately 1 hour and 15 minutes south of Brisbane and 41 minutes north of Tweed Heads by road. Located in the suburb of Coolangatta, the Gold Coast Airport is the primary airport serving the region. It is situated close to the Queensland-New South Wales border and is approximately 25 kilometres south of Surfers Paradise. The airport offers domestic and international flights, connecting the Gold Coast to various destinations within Australia and overseas.



# Destination Gold Coast





# Recruitment Process and Timeframes



## How To Apply?

Please submit your application via the Leading Roles website. Please upload:

- Your CV
- A covering letter addressing the [Selection Criteria](#)



## Evaluation Process

Leading Roles and City of Gold Coast will determine a shortlist of suitable applicants based on desktop review of applications and initial interviews with a select group of applicants.

Applicants that have been shortlisted will be advised and asked to attend an interview with the interview panel. City of Gold Coast may elect to undertake further interviews as required.

Preferred / shortlisted applicants may be required to undertake psychometric assessments to assist in understanding the working preferences and attributes and potential fit to the role.

Following the selection of a preferred applicant the City will require further checks including reference checks, criminal history and medical assessments.



## Indicative Timeframes



### Applications Open

- Week Commencing Monday 10 March 2025



### Applications Close

- 5:00 pm Monday 31 March 2025



### Initial Assessment

- Week Commencing 31 March 2025



### Council Interviews

- Week Commencing 7 April 2025

\*Note these timeframes are indicative only and may change subject to the outcomes of the recruitment process, council staff and candidate availability.

## Privacy Information

Leading Roles is collecting your personal information in accordance with the Information Privacy Act for the purpose of assessing your skills and experience against the position requirements. The information you provide in your application will only be used by employees of Leading Roles. Your information will be provided to authorised Council Officers, including Human Resources and the relevant selection panel members. It will not be given to any other person or agency unless you have given us permission, or we are required by law.





# What Happens Next?

At Leading Roles, we prioritise candidate care and engagement throughout the recruitment journey. The process typically takes 6 to 8 weeks, from submission of your application, and we strive to keep you informed with regular updates.

While feedback may not be immediate, we assure you that we will contact you with updates and relevant information as soon as possible. The schedule below indicates when you will hear from us. Thank you for your understanding as we carefully manage a high volume of applicants and coordinate with client schedules.

Stage	What to Expect
<b>Week 1-3</b> Application Stage	<ul style="list-style-type: none"> <li>• <b>Application Acknowledgment:</b> Prompt acknowledgement of your application.</li> </ul>
<b>Week 4</b> Initial Interviews	<ul style="list-style-type: none"> <li>• <b>Applicant Review:</b> We work closely with our clients to determine longlisted applicants that match the requirements for the role.</li> <li>• <b>Video Conference Interviews:</b> Initial interviews with longlisted applicants.</li> <li>• <b>Feedback:</b> Shortlisted applicants agreed with client. Feedback provided to applicants.</li> </ul>
<b>Week 5 &amp; 6</b> Client Interviews	<ul style="list-style-type: none"> <li>• <b>Preparation:</b> Shortlisted candidates receive a briefing prior to client interview.</li> <li>• <b>Panel Interviews:</b> Consultants facilitate client interviews, at the discretion of the client, online or in-person.</li> <li>• <b>Feedback:</b> Post-interview feedback provided to candidates.</li> </ul>
<b>Week 5 &amp; 6</b> Verification	<ul style="list-style-type: none"> <li>• <b>Checks:</b> Simple online verification, including: <ul style="list-style-type: none"> <li>◦ Reference Checks</li> <li>◦ Criminal History and Right to Work Checks</li> <li>◦ Psychometric Assessments (if requested by client)</li> </ul> </li> </ul>
<b>Week 6</b> Offer & Negotiation	<ul style="list-style-type: none"> <li>• <b>Negotiation:</b> Consultant to support salary negotiations.</li> <li>• <b>Engagement:</b> Direct candidate engagement with the Council for contract questions and onboarding.</li> </ul>
<b>Week 6 to 8</b> Project Finalisation	<ul style="list-style-type: none"> <li>• <b>Future Opportunities:</b> If unsuccessful, with your permission, you'll be added to our Talent Pool for future opportunities.</li> </ul>
<b>Post Placement</b>	<ul style="list-style-type: none"> <li>• <b>Check-in:</b> Regular check-ins throughout the first year.</li> </ul>





## ANGIE SIMMONDS

Principal Talent Consultant



Angie's experience is primarily as an internal recruiter, working in both the blue- and white-collar spaces. Initially studying law, Angie realised that while people engagement was important in her career path, she wanted to influence people's lives in a different way. In 2015, Angie found herself in a Recruitment role and that's when she found her passion.

She loves that recruitment can be challenging, but also that you get to engage with all different types of people and personalities and ultimately change lives. Angie enjoys relationship building, learning and delivering high quality outcomes for candidates and clients.

### CONTACT

📞 0476 861 300

✉️ [angie.simmonds@leadingroles.com.au](mailto:angie.simmonds@leadingroles.com.au)

🌐 [leadingroles.com.au](http://leadingroles.com.au)

Client Rating



Candidate Rating







ATTACHMENT

# Position Brief



# Manager Contract Management and Partnerships

J02001

Department name	Branch name	Position classification	Number of direct reports	Line manager position title
Business Services	Chief Procurement Office	Manager	5	Chief Procurement Officer

## Position Overview

The Manager Contract Management and Partnerships is responsible for leading contract management and for appropriate management of a wide range of high value contracts including developing and maintaining partnerships and contractual relationships with suppliers, performance monitoring, ensuring value for money is achieved and financial savings are attained.

The role will manage a team of approximately 33 staff and report to the Chief Procurement Officer.

The position will keep abreast of market trends and developments in respect of procurement to inform strategic procurement planning and decision-making.

## Key working relationships

- The Manager Contract Management and Partnerships will work closely with the Chief Procurement Officer and the Senior Leadership Team providing contract management advice, guidance and solutions.
- The incumbent will liaise with internal stakeholders from across the organisation as part of driving optimal Contract Management and Partnerships outcomes for the City
- The incumbent will liaise with various external stakeholders including but not limited to:
  - General public, residents and ratepayers
  - Federal and State Government Departments and Agencies
  - Other Local Governments and Boards
  - Businesses, Private Enterprise
  - Relevant Community Groups and organisations
  - Contractors and Consultants





# Manager Contract Management and Partnerships

Department name	Branch name	Position classification	Number of direct reports	Line manager position title
Business Services	Chief Procurement Office	Manager	5	Chief Procurement Officer

## Position responsibilities

- Accountable for a Business Unit comprised of approximately 33 staff who are responsible for managing contracts and fostering relationships with suppliers.
- Lead Multi-Disciplinary Teams to deliver exceptional contract management services and foster innovative and collaborative relationships with key suppliers.
- Build and manage strategic supplier relationships through innovation, risk sharing and collaboration.
- Implement and manage commercial & contract management initiatives that realise the lowest total cost of ownership for goods and services, value, and quality using market research, supplier evaluation and negotiation to meet organisation objectives.
- Drive high safety and wellbeing awareness and a culture of care and respect for the work environment.
- Negotiate commercial terms to deliver best value and best outcome solutions.
- Consolidate the supplier base through negotiating appropriate commercial supplier arrangements and/or strategic partnerships.
- Implement strategic relationship management for nominated suppliers, including formal supplier performance reviews, information exchange and opportunities for innovation and improvement.
- Achieve defined cost savings and other value add initiatives.
- Provide Strategic Commercial Advice to internal teams and senior leaders surrounding supplier selection, contract specifications, contract management and strategic supplier relationships.
- Implement initiatives to ensure all activities undertaken by the business unit reflect the organisations High-Performance Principles.
- Create, establish, and oversee robust contract management frameworks, methodologies, processes and standards that comply with council policy and probity requirements, ensuring high-quality supply outcomes.
- Deliver agreed levels of service provision having regard to legislative requirements, council policy, current industry and best practice.
- Develop and communicate business unit service plans.
- Plan, organise, coordinate and ensure achievement of results, through appropriate management and development of business unit human resources and management of the business unit budget.
- Demonstrate mature judgment, analytical, evaluative and/or constructive thinking in ensuring business unit interests and issues (particularly those of a critical nature) are appropriately addressed.
- Provide expert advice, leadership and guidance in the area of Contract Management and Partnering to business unit resources, other specialists and various areas of Council as required.
- Maintain up to date, thorough and comprehensive knowledge of relevant legislation (statutory and regulatory requirements), policies and procedures as they relate to the Business Unit.





# Manager Contract Management and Partnerships

J02001

## Competencies

Competency	Competency definition	Level	Level definition
Leading People	Lead people to build a positive and productive organisation aligned to or City Vision	Managerial	Develop leaders at all levels, creating and maintaining a leadership and development culture and promoting performance partnering.
Influencing and Partnering	Build internal and external relationships, developing connections that shape our future	Managerial	Encourage stakeholder engagement, modelling high level influential partnerships directed at improving business and service outcomes.
Executing Vision	Understand and develop strategic direction, exercising decision-making that delivers the City Vision	Managerial	Shape the organisation's vision through plans and projects that deliver priority outcomes.
Business Acumen	Understand, plan and apply commercial processes in order to optimise value, mitigate risk and maximise results	Managerial	Ensure the organisations projects and plans are commercially competitive and promote financial and business high-performance.
Good Governance	Maintain a holistic perspective, understanding and applying policy, legislation and contemporary systems and processes	Managerial	Promote a culture of quality, efficiency and awareness to ensure compliance, contemporary processes and competitive service.
Portfolio Management	The centralised management of one or more portfolios, which includes identifying, prioritising, authorising, managing, and controlling projects, programs and other related work to achieve specific strategic business objectives.	Tactical	Delivers services and links programs of work to the overarching strategies for a Branch. Comprehensively applies portfolio management methodology for internal function of a Branch.

## Mandatory qualifications / requirements

- Bachelor Degree in Business, Procurement or equivalent
- Extensive experience in managing multiple high value complex contracts
- Comprehensive understanding (or the ability to acquire) of the City's strategic business requirements and legislative requirements as they related to procurement
- Proven capability to contribute to and successfully participate in service and capability improvements in a large, diverse organisation
- Proven leadership experience gained within a multi-disciplinary organisation including the ability to develop and motivate staff, provide expert advice, and establish and monitor outcomes and procedures
- Strong interpersonal skills with effective communication and negotiation skills to establish and maintain effective relationships with suppliers and internal stakeholders, to drive continuous improvements that result in value for money outcomes for the City.
- Strong analytical, problem solving and investigative skills with the ability to implement, monitor and evaluate strategies, policies and methodologies that will deliver value to Council
- A demonstrated commitment to safety from both a leadership and personal perspective



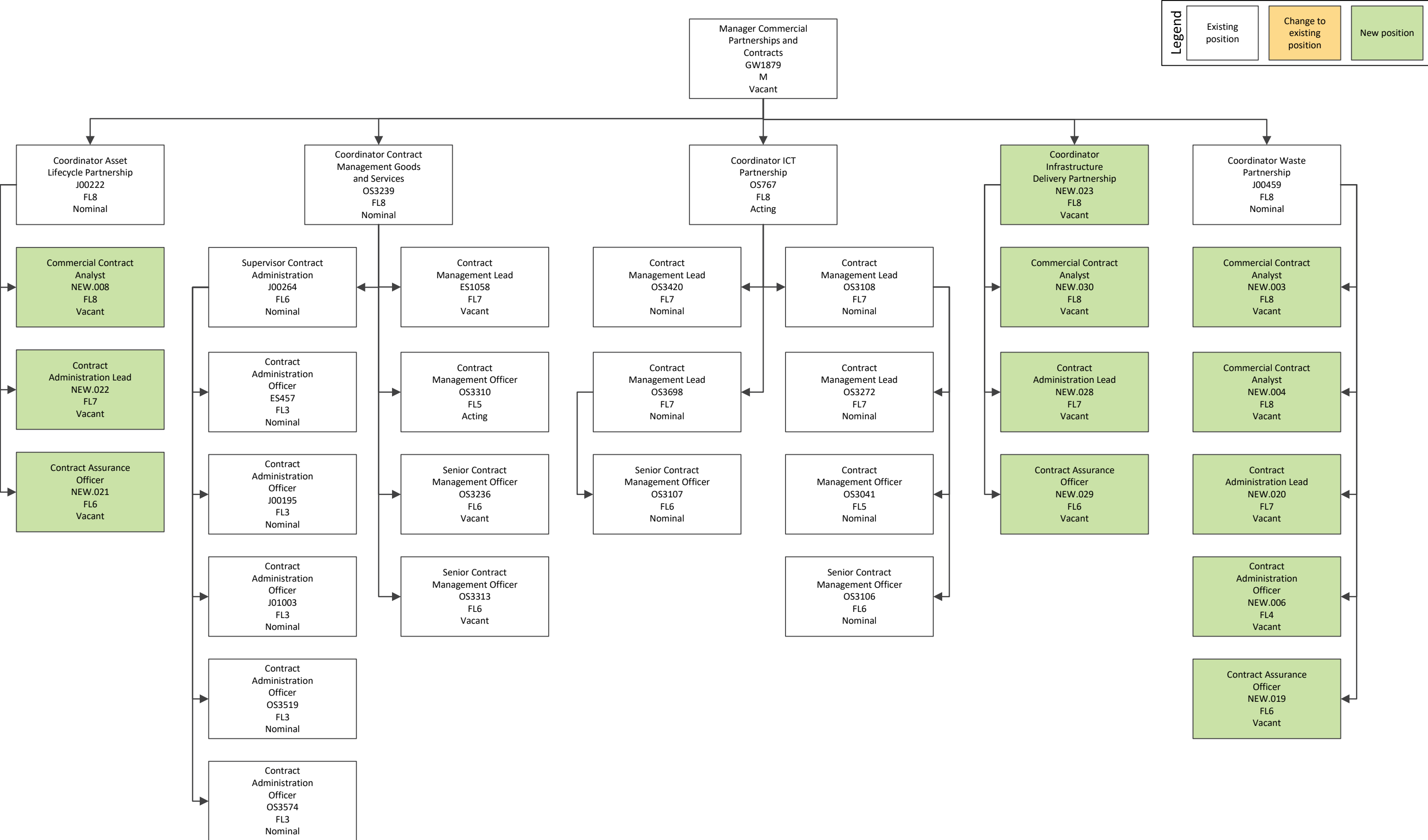




ATTACHMENT

# Organisational Chart









# Leading Roles

People ▶ Performance ▶ Partners

APPLY NOW AT  
[LEADINGROLES.COM.AU](https://www.leadingroles.com.au)

