

Role Name: Contract Management Lead

Role data

Position no.	E12087	Work Area Profile	Finance and Procurement
Work Level Classification	Level 7	Directorate/Business Unit	Finance and Risk
Reports to (role)	Manager, Strategic Procurement and Contracts	Location	Any location
No. direct reports	1	No. of indirect reports	0
Version date	Sept 2026	Tenure	Fixed term

Work area profile

Ahpra's overall purpose is to protect the public by regulating health practitioners efficiently and effectively in the public interest to facilitate access to safer healthcare for all the community. Website: www.ahpra.gov.au

Finance & Risk contributes to this mission by leveraging data, embracing technology and enabling change. By understanding the data that is relevant to decision making and providing in depth analysis where necessary, Finance & Procurement supports the strong functioning of the Agency Management Committee, Finance, Audit and Risk Management Committee, the National Executive, all fifteen National Boards and our co-regulatory partners.

Finance & Procurement help maintain the financial discipline of the National Registration and Accreditation Scheme and financial sustainability of the National Boards so that fees paid by practitioners are kept to reasonable levels in line with the expectations of health ministers. Procurement provides an end-to-end procurement solution including vendor management, contract management and effective governance.

Role purpose

The Contract Management Lead is responsible for providing strong commercial, contractual and financial management expertise, combined with strong operational knowledge, to ensure Ahpra optimises value for money from contracts with vendors/third parties and that these contracts remain aligned to business needs.

The role is responsible for defining and implementing sourcing (working closely with procurement peers) to standardise and improve the quality of Ahpra's procurement activity.

Key accountabilities

- Stakeholder Management: Provide a customer-focused contract management service, so that Ahpra staff can effectively and efficiently manage contracts in a way that is accountable and ensures value for money along with establishing and managing relationships with prospective vendors.
- Manage contracts with professional service providers, to ensure performance is measured and reported to Ahpra management.
- Manage one direct report Procurement and Contracts Officer.
- Support Ahpra's functions with the operational relationship with vendors - where required
- Provide commercial support with service insights to advise, manage and negotiate new or renewed contracts as appropriate working within Ahpra's wider procurement framework
- Work with Sourcing Specialist Lead to ensure the procurement function leads and implements an end-to-end centre-led operating model, to best support key stakeholders in effective contract management
- Work closely with the procurement and legal teams to ensure best possible contractual terms
- Be the primary point of commercial contact for IT vendors
- Define and monitor service level agreements in contracts working closely with all key stakeholders to ensure adequate performance.
- Verify services and invoices are consistent with the terms of the contract and manage any escalations and corrections ensuring an adequate audit-trail
- Work with key contract managers to establish and manage vendor relationship governance, ensuring vendors fulfil any responsibilities during the contract and their exit period
- Review and report vendor performance against defined SLAs together with relevant Ahpra functions
- Raise vendor service improvements when needed, manage issues and resolve disputes
- Be proactive in coordinating existing contract discussions well before expiry
- Assist finance in contract budgeting and forecasting
- Foster a culture of continuous improvement by seeking opportunities to review and improve vendor management processes across the role scope and system/services
- Health safety and wellbeing: Ensuring that Ahpra is a healthy and safe working environment with the required level of care and respect for others. This means to:
 - take reasonable care for own and others' health, safety and wellbeing
 - proactively raise any health, safety and wellbeing concerns
 - adhere to Ahpra's workplace health, safety and wellbeing policies and procedures.

Capabilities for the role

The Ahpra [Capability Framework](#) applies to all Ahpra employees. Below is the complete list of capabilities and proficiency level required for this position.

Capabilities	Proficiency level
Commits to customer service	Advanced
Displays leadership	Intermediate
Generates and delivers the strategic vision	Intermediate
Demonstrates an awareness of the National Registration and Accreditation Scheme (the National Scheme) and the National Law	Intermediate
Builds constructive working relationships	Intermediate
Communicates effectively	Intermediate
Demonstrates accountability in delivering results	Advanced
Uses information and technology systems	Intermediate
Displays personal drive and integrity	Advanced

Qualifications/Experience	Required
Qualifications	Tertiary qualification relevant to managing procurement of goods and services and contract management is desirable
Experience	• Strong contract interpretation and negotiation skills • Strong contract management experience • Strong knowledge of procurement & contract negotiation • Proven negotiation skills • Strong experience in vendor relationship management • Good understanding of overall IT operations • Demonstrated experience in building and managing positive and productive relationships with senior management, staff and multiple stakeholders in a complex organisation, preferably national in scope • Well-developed interpersonal, consulting and negotiating skills including the ability to liaise and provide advice to management and staff on contract management practices and procedures

Key relationships

Internal relationships	External relationships
Executives, National Directors and other business users of procurement services	Suppliers and vendors
National Boards and Executive Officers	
Ahpra Business Partners: Legal, Procurement, Finance	