

Position Description

Position Title - Ingoa Tūranga

Contract Manager (403832, 403833)

Group - Puni

People & Operations Group (P&O)

Division - Tānga

Asset Management Division (AMD)

Reports to - Menetia

Portfolio Manager – Owned Assets

About the Public Service - Mō te Ratonga Tūmatanui

Mahi tōpū ai ngā Kaimahi Tūmatanui e whai tikanga ai te noho a ngā tāngata o Aotearoa. Hei tā te Public Service Act 2020 ko te pūtake o ngā Kaimahi Kāwanatanga, ko te tautoko i te kāwanatanga whai ture me te kāwanatanga manapori; ko te āwhina i te Kāwanatanga o te wā nei me ē anamata ki te whakawhanake, ki te whakatinana hoki i ā rātou kaupapa here; ko te tuku i ngā ratonga tūmatanui e nui ana te kōunga, e nahanaha ana anō hoki; ko te tautoko i te Kāwanatanga e tūroa ai te whai oranga o te marea; ko te huawaere i te whai wāhitanga o te kirirarau ki te ao tūmatanui me te whakatutuki i ngā mahi i runga i tā te ture i whakahau ai. E hiranga ana te wāhi ki a mātou ki te tautoko i te Karauna i ana hononga ki ngā iwi Māori i raro i te Tiriti o Waitangi. Ahakoa he nui ngā momo tūranga mahi, e tapatahi ana ngā kaimahi tūmatanui i roto i te whakaaro nui ki te hāpai i ngā hapori, ka mutu, e arahina ana ā mātou mahi e ngā mātāpono matua me ngā uara o ngā Kaimahi Tūmatanui.

The public service works collectively to make a meaningful difference for New Zealanders. The Public Service Act 2020 states that the purpose of the public service is to support constitutional and democratic government, enable both the current Government and successive governments to develop and implement their policies, deliver high-quality and efficient public services, support the Government to pursue the long-term public interest, facilitate active citizenship and act in accordance with the law. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi/te Tiriti o Waitangi. Whilst there are many diverse roles, all public servants are unified by a spirit of service to the community and guided by the core principles and values of the public service in our work.

About the Ministry - Mō te Manatū

The Ministry of Foreign Affairs and Trade (the Ministry) acts in the world to build a safer, more prosperous and more sustainable future for New Zealanders. We do this by building connections with and influencing other countries to advance New Zealand's interests, project New Zealand values and secure the outcomes that matter to New Zealand. We pursue the Government's international priorities and provide advice to the Government on the implications for New Zealand of what is happening in the world.

Our work contributes to the wellbeing of New Zealanders in the following ways:

- **Kaitiakitanga:** Generations of New Zealanders benefit from sustainable solutions to global and regional challenges.
- **Prosperity:** New Zealanders have better job opportunities and incomes from trade, investment and other international connections.
- **Security:** New Zealanders are able to live, do business, travel and communicate more safely at home and offshore.
- **Influence:** New Zealanders have confidence their country can influence others on issues that matter for them now and in the future.

Diversity and Inclusion - Kanorau, Kauawhi

We aspire to be a workplace that values and utilises diverse and inclusive thinking, people and behaviours. This means that our staff reflect the diversity of New Zealand and the countries we work in, and that the contributions of staff with diverse backgrounds, experiences, skills and perspectives are valued and respected.

Our values are:

- **Impact:** We achieve for New Zealand, every day, everywhere
- **Kotahitanga:** We draw strength from our diversity
- **Courage:** We do the right thing
- **Manaakitanga:** We honour and respect others

The Ministry recognises the importance of staff having flexibility around work hours and working arrangements to maintain a work/life balance. In turn there may be some situations where the Ministry's business deliverables require staff to be available during certain hours of the day or for longer periods to meet a temporary surge in work requirements.

About the Position - Mō te Tūranga

The Asset Management Division (AMD) is responsible for leading the strategic asset planning and management of MFAT's property and asset portfolio. MFAT operates a network of 350+ Chancery, Official Residence and residential staff premises overseas, providing secure, functional work and living environments for staff to support and conduct the Government's official business effectively. AMD is also responsible for MFAT's vehicle fleet.

The Contract Manager is responsible for the management and performance of multiple commercial contracts and supplier arrangements supporting the asset portfolio, including complex international contracts across different jurisdictions and providers. The role ensures that suppliers deliver to agreed scope, quality, performance and cost expectations, while driving the centralisation and consistency of contract management standards across the portfolio. It works closely with posts to support effective delivery ensures contractual risks are actively managed across the portfolio through the application of strong technical expertise and commercial judgement.

Reporting to a Portfolio Manager, the role provides specialist commercial and contract-management capability within defined portfolio strategies, risk settings and investment priorities. It applies high-level technical contract management expertise to operate effectively across diverse international contexts and service environments. The role also supports broader AMD activities as required. The role has a focus on supplier performance, contract compliance, value-for-money and commercial risk management across a distributed global portfolio.

The Contract Manager works closely with Property Managers, technical specialists and delivery teams to ensure contracts are fit-for-purpose, obligations are met, and performance issues are identified and addressed early. Through this, the role supports stronger assurance, reduced delivery risk and more deliberate, defensible use of external providers across MFAT's global estate.

Key Accountabilities - Kawenga Matua

Contract and Supplier Management

- Manage assigned property-related contracts and supplier arrangements across the portfolio, including facilities management, maintenance, professional services and delivery support contracts.
- Act as the primary owner of the commercial relationship with suppliers, ensuring clarity of roles, responsibilities and expectations and driving consistent contract management practices across the portfolio.
- Ensure contracts are administered in accordance with MFAT procurement policies, delegations and contractual obligations, supporting the centralisation and standardisation of contract management approaches.

Performance Monitoring and Assurance

- Monitor supplier performance against contractual requirements, service levels and key performance indicators, ensuring performance is clearly understood and reported across the portfolio.
- Identify performance issues, trends or risks and lead appropriate corrective actions in collaboration with suppliers and internal stakeholders.
- Support performance reviews, audits and assurance activities to provide confidence in supplier delivery and value-for-money, and to strengthen portfolio-level performance visibility and assurance.

Commercial Risk and Issue Management

- Identify, manage and escalate commercial and contractual risks, including cost, scope, performance and dependency risks.
- Support the resolution of disputes, claims or non-performance issues in a timely and proportionate manner.
- Ensure contract risks are visible and appropriately managed within portfolio governance arrangements, providing clear risk insight to support decision-making.

Contract Lifecycle and Continuous Improvement

- Support contract establishment, variation and renewal processes to ensure contracts remain fit-for-purpose as portfolio needs evolve.
- Contribute to the improvement of contract structures, performance measures and supplier models to better support risk-based asset management.
- Contribute to the development of portfolio-level supplier and commercial strategies, including input to sourcing approaches, contract models and market engagement to support long-term value-for-money outcomes.
- Capture lessons learned from supplier performance and contract outcomes to inform future procurement and contracting approaches.

Collaboration and Interface Management

- Work closely with Property Managers to align supplier activity with on-the-ground property needs while maintaining clear separation of responsibilities.
- Coordinate with technical and compliance roles to ensure contractual requirements reflect standards, assurance and risk expectations.
- Support Portfolio Managers by providing commercial insight and advice on supplier performance, risks and opportunities.

- Provide input to portfolio planning and prioritisation by translating supplier performance, cost and capability insights into forward-looking commercial considerations.

Organisational Responsibilities

- Understand the Ministry's strategic priorities and high-level outcomes framework and how this role contributes to the framework.
- Understand and apply the strategic context in which the Ministry operates, including priorities and perspectives of the Ministers, partner agencies, and external stakeholders.
- Understand Tikanga and Treaty of Waitangi principles and have sufficient appreciation of Te Reo Māori to be able to apply the Ministry Māori dimension, underpinned by Ministry values, in a way that is relevant to the context of our business.
- Be aware of and adhere to the Ministry's Health and Safety policies and procedures.
- Share in the responsibility for health and safety in the work environment by carrying out work-related activities in accordance with safe operating procedures and by accurately reporting all hazards, accidents and incidents.
- Treating information as taonga, and creating reliable and trustworthy records in approved systems so that they can be found and used by others
- Participate in Ministry-wide projects and emergency responses as required.

Skills, Knowledge and Experience - Tohu Mātauranga, Pūkenga, Mātauranga, Wheako

The Contract Manager will have the following qualifications, skills and experience:

Experience:

- Experience in contract management, commercial management or supplier-management roles, ideally within asset-intensive, public-sector or internationally-distributed environments.
- Experience managing service delivery or professional services contracts across multiple suppliers, locations or jurisdiction.
- Experience identifying and managing commercial risk, performance issues and supplier relationships, including performance against service levels and key performance indicators.
- Experience working within procurement, contract governance and delegation frameworks, and contributing to consistent contract management practices or standards.

Skills and knowledge:

- Strong understanding of contract management principles, supplier performance management and value-for-money assurance, including the use of service levels and key performance indicators.
- Ability to interpret and apply contractual terms, service levels and performance measures in practical contexts across diverse operational and international environments.
- Strong commercial judgement and ability to balance risk, cost, performance and relationship considerations across a distributed supplier base.
- Well-developed communication and negotiation skills, with the ability to manage performance discussions constructively, including with geographically dispersed stakeholders and suppliers.
- Ability to work collaboratively with operational, technical and planning roles while maintaining clear accountability boundaries and supporting consistent contract management approaches across teams.
- Strong attention to detail and commitment to contract discipline, documentation and auditability supporting robust contract administration and assurance.
- Sound understanding of tikanga and Te Tiriti o Waitangi principles, and the ability to apply these appropriately within the Ministry's operating context.

Qualifications:

- A relevant tertiary qualification in business, procurement, commercial management, law, property or a related discipline, or equivalent practical experience.

Relationships - Pātahitanga

The Contract Manager is required to build and maintain the following relationships

Within the Ministry:

- Asset Management Division leadership and staff
- Finance, Security, KIA and PDS teams
- Project Managers, governance groups and working groups
- Other MFAT staff, both onshore and offshore

Outside the Ministry:

- Ministers and government agencies

- Diplomatic missions
 - Property and asset management specialists
 - Professional advisors and service providers
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Delegations - Whakatautapatanga

- Delegations are set out in the Ministry's Instrument of Delegation.
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Mandatory Role Requirements - Whakaritenga Tūranga Whakahauanga

- You must hold New Zealand citizenship.
 - You must be able to obtain and maintain an appropriate New Zealand Government Security clearance.
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References

- **Ministry's Strategic Intentions**
Available here: <https://www.mfat.govt.nz/en/about-us/our-strategic-direction/>