

Position Description

Position title:	Vendor and Contract Manager – Digital Trust Service
Entity:	Austroads
Division:	New Programs and Services
Job Type:	Full-time (1.0 FTE)
Location:	Austroads Melbourne Office
Reports to:	Head of Program Management – DTS
Responsible GM:	General Manager, New Programs and Services
Direct reports:	Nil
Date reviewed:	October 2025

Organisational Context

Austroads is the association of Australian and New Zealand transport agencies.

We provide authoritative, practical and impartial advice, information, tools and services to help our members to deliver safe, efficient and reliable mobility to their customers.

We also deliver value to a range of other key stakeholders across government, industry and communities, where there is a demonstrated societal benefit to do so.

Austroads comprises several business activities, including the core Austroads work program, the National Exchange of Vehicle and Driver Information System (NEVDIS), and Transport Certification Australia (TCA).

Our teams are located across Australia and New Zealand. We work in an integrated and collaborative way, along with external consultancies and other partners, to ensure our products and services are delivered successfully and maximise value.

Austroads promotes a culture of professionalism, innovation, and integrity, with a commitment to accountability, quality, and excellence in the delivery of all of our programs and services. Austroads values continuous improvement, and all staff are expected to engage in their work in a spirit of curiosity, collaboration, and proactivity.

We recognise the unique skills and abilities of each individual, who come from a wide range of disciplines and backgrounds. We support our people through ongoing development and learning opportunities and create a supportive team environment for all our staff. We strive to be an employer of choice.

Austroads takes inclusion and diversity seriously. We embrace difference and diversity of identity, experience and thought, and actively strive for inclusive behaviours across our company and our work.

The Role

Team Purpose

The New Programs and Services team oversees management and coordination of select significant implementation projects for Austroads, with a focus on the development and implementation of new products and services, in alignment with Austroads strategic objectives and the evolving needs of our members and key stakeholders.

Position Purpose

The Vendor and Contract Manager is responsible for overseeing and managing the terms and conditions of multiple vendor contracts across the Digital Trust Service (DTS) program. This role ensures that all contractual obligations are met, risks are mitigated, and the organisation receives optimal value for money while remaining compliant with legal and operational requirements.

Major Responsibilities/Accountabilities

The role is responsible for:

- Monitoring and managing vendor adherence to contract terms, service levels, and deliverables.
- Ensuring compliance with legal, regulatory, and organisational policies.
- Maintaining a centralised register of contract milestones, obligations, and expiry/renewal dates.
- Conducting regular performance and financial reviews to assess vendor value delivery.
- Identifying opportunities for cost optimisation and service improvement.
- Acting as the primary liaison between internal stakeholders and vendors for contract-related matters.
- Facilitating regular vendor meetings to review performance, resolve issues, and negotiate changes.
- Supporting workstream leads in understanding and applying contract provisions.
- Identifying and escalating contract risks, including non-compliance, underperformance, or financial exposure.
- Developing mitigation strategies and corrective action plans in collaboration with legal and procurement teams.
- Providing regular reports to program leadership on contract status, risks, and performance.
- Supporting audits and reviews by maintaining accurate and up-to-date contract documentation.
- Contributing to continuous improvement, identifying ways to enhance value for our members and the public.
- Maintaining and adhere to Quality Systems processes and procedures associated with the role.
- Other duties as directed.

Key Stakeholder Interfaces

Internal

- General Manager, New Programs and Services
- Digital Trust Service team
- General Counsel
- Data and Technology team
- Procurement Officer

External

- Austroads Member Organisations
- Other government agencies
- Contractors, consultants and service providers to DTS

The Person

Qualifications, Knowledge, and Experience

The Vendor and Contract Manager will possess:

- Proven experience in contract management across large-scale, multi-vendor environments.
- Strong understanding of procurement, legal frameworks, and vendor governance.
- Excellent negotiation, communication, and stakeholder management skills.
- Analytical mindset with the ability to interpret complex contractual documents.
- Experience in digital transformation or technology programs is highly desirable.

Personal Qualities

The incumbent will need to present a professional image and build a strong relationship across the enterprise. Specifically, the role requires:

- Strong interpersonal skills, including within and across project and operational teams.
- Well-developed relationship management, communication, consultation, and negotiation skills.
- Sound judgment, analytical and problem-solving skills.
- Comfort working in an environment which is constantly evolving.
- Commitment to ongoing professional development and learning.

Capability Profile

Flexibility and Adaptability	Adjusts approach in line with changing priorities. Is open to acquiring and developing skills and knowledge, adapts to new ways of working or organise work to deliver results.	Intermediate
Stakeholder Management	Identifies stakeholders impacted by decisions. Takes steps to keep interested parties engaged while managing expectations on outcomes.	Advanced
Stimulate Ideas and Innovation	Gathers insights and embraces new ideas and innovation to inform future practice	Intermediate
Critical Thinking and Problem Solving	Objectively analyses and evaluates available data, points of view, needs of stakeholders and potential solutions before recommending relevant actions or decisions.	Advanced
Data literacy	Utilises diverse data sources to improve the speed and quality of service delivery and decision-making processes	Intermediate
Project/ work delivery and management	Defines work activities required to deliver against outcomes intended, in line with agreed timeframes, resources, and ways of working. Understands and applies effective project planning, coordination and control methods.	Advanced
Drive accountability and outcomes	Is proactive and responsible for own actions to ensure desired organisational objectives are achieved.	Advanced
Knowledge management	Establishes mechanisms to record and share knowledge and experience to enable the retention and expansion of corporate knowledge.	Advanced
Working Collaboratively	Collaborates with others, demonstrating an understanding of their value to the organisation.	Advanced
Communicating with Impact	Uses various communication media to convey information, ideas, and insights in ways that maximises understanding of key messages. Possesses good written and verbal communication skills.	Advanced