Position description

Manager Commercial and Business Services

Department	Corporate Services
Employment type	Permanent
Classification	Band 8
Location	Warrnambool
Date approved	November 2026
Approving Officer	Executive Corporate Services

Position objectives

- The Manager Commercial and Business Services is responsible for the leadership and performance of Wannon Water's procurement, contract management, land administration, legal coordination and corporate administration services.
- The role provides strategic direction, governance oversight and operational leadership across its portfolio to ensure services are efficient, compliant, customer-focused and aligned with organisational objectives.
- Through leadership of specialist coordinators and subject matter experts, the position drives continuous improvement, manages risk, strengthens governance frameworks and builds organisational capability across procurement, contracts, land and legal functions.
- The role contributes to the achievement of organisational objectives through effective service delivery, collaboration and continuous improvement.

Key responsibilities and duties

Procurement and Contract Management

Drive effective procurement and contract management outcomes that deliver value for money, appropriate governance and risk management, and fit-for-purpose outcomes for the organisation.

- Develop and maintain procurement governance frameworks, systems and standards that support effective organisational decision-making and compliance.
- Provide organisational leadership and commercial advice on contract management practices, including contract performance, variations, renewals, supplier performance and emerging contractual risks.
- Build organisational capability in procurement, contract management and commercial governance.
- Monitor procurement performance and identify opportunities to improve commercial outcomes and organisational capability.
- Ensure appropriate inventory and contractor management frameworks are in place and operating effectively.
- Drive contemporary procurement practices and continuous improvement opportunities across the organisation.

Land and Legal Services

Ensure land, property and legal matters are effectively planned, coordinated and resolved to support organisational operations, projects and future requirements.

- Provide strategic advice and recommendations on complex land, property and legal issues.
- Support significant organisational projects through land acquisition, property management and legal governance activities.
- Oversight of land acquisition, disposal, leasing and property agreements.
- Oversight of legal coordination, legal compliance and associated governance activities.
- Ensure compliance with property, easement and land-related obligations.
- Supporting strategic land and property planning to meet current and future organisational needs.

Corporate Administration and Business Support

- Ensure the effective delivery of corporate administration and business support services.
- Identify opportunities to improve organisational administrative efficiency through process optimisation and technology.
- Support the effective management of records, business processes and corporate information.
- Develop capability within administration teams to provide responsive and professional support services.

Leadership, Capability and Performance

- Develop and implement branch plans, priorities and improvement initiatives.
- Act as the escalation point for complex, sensitive or high-risk procurement, contract, land, property and legal matters, providing advice and recommendations to the Executive Corporate Services and other senior leaders.
- Foster a culture of customer service, accountability, collaboration and continuous improvement.
- Ensure service standards, policies, procedures and systems support effective service delivery across the organisation.
- Contribute to organisational risk management and assurance activities.
- Monitor emerging trends, legislation and industry practices relevant to the portfolio.
- Maintain effective stakeholder relationships.
- Be accountable for the commercial and business services function’s performance, planning, budgeting and resource management.
- Undertake management functions including workforce planning, recruitment, performance development and succession planning.
- Prepare and present advice, recommendations, performance reporting and significant portfolio matters to the Executive Corporate Services, Executive Leadership Team and other senior management forums as required.
- Review and oversee systems and technologies supporting procurement, contract management, land, legal and administration services to streamline processes, strengthen controls and identify opportunities for efficiency and improved service delivery.
- Provide specialist advice to leaders and managers on procurement, contract management, land, property and legal coordination matters, including complex, sensitive or high-risk issues.

Finance and Resource Management

- Prepare and manage the Commercial and Business Services budget.
- Monitor expenditure and resource allocation to ensure effective and efficient use of organisational resources.
- Provide reporting and advice on financial performance, risks and opportunities.
- Support long-term planning and investment decisions across areas of responsibility.

Organisational relationships

Responsible to	Executive Corporate Services
Responsible for	Procurement Coordinator, Land & Legal Coordinator.
External liaison	Public Authorities, Regulators, Consultants, Industry Bodies, Regional Organisations, Suppliers, Contractors, Customers.

Accountability and extent of authority

The Manager Commercial and Business Services is accountable for the leadership, performance and continuous improvement of the commercial and business services function.

- Accountable for procurement, land administration, legal coordination and administration services.
- Operates with a high degree of autonomy within approved strategic objectives, policies, budgets and delegations.
- Develops, implements and influences policies, systems, business practices and service delivery frameworks within the commercial and business services portfolio.
- Determines operational priorities, allocates resources and initiates improvement activities to achieve organisational outcomes.
- Provides specialist advice and recommendations to senior management that may influence organisational policy, governance arrangements and service delivery outcomes.
- Makes decisions that may have a significant impact on organisational performance, stakeholder relationships and corporate risk management.

Judgement and decision making

The position requires the exercise of significant professional judgement in managing complex operational, governance and organisational matters.

- Investigates, analyses and resolves complex issues where policies or precedents may not provide clear direction.
- Develops and improves systems, processes and business practices.
- Evaluates risks, competing priorities and organisational impacts when making decisions.
- Identifies opportunities for improvement and develops practical solutions.
- Provides informed recommendations to senior management on strategic and operational matters.
- Exercises initiative where guidance is not always available and outcomes may have organisation-wide implications.

Specialist skills and knowledge

- Advanced knowledge of commercial and business services functions including procurement, contract management, governance, land administration, legal coordination and business operations.
- Strong understanding of governance, compliance and risk management frameworks.
- Well-developed strategic planning, business improvement and organisational development skills.
- Sound knowledge of financial management, budgeting and resource planning.
- Understanding of the legislative, regulatory and business environment in which Wannon Water operates.
- Ability to apply specialist knowledge to complex and emerging organisational issues.
- Strong analytical, problem-solving and decision-making capabilities.

Management skills

- Lead, support and develop employees and provide clear direction to the Coordinators responsible for delivery of functions.
- Establish priorities and manage competing organisational demands.
- Develop and implement branch plans and improvement initiatives.
- Manage resources and budgets effectively.
- Lead organisational change and continuous improvement activities.
- Support workforce planning, succession planning and capability development.
- Apply sound people management practices including performance management, employee development, recruitment and workplace health and safety.

Interpersonal skills

The position requires highly developed communication and relationship management skills and the ability to:

- Build strong working relationships across all levels of the organisation.
- Influence and negotiate successful outcomes with internal and external stakeholders.
- Lead and motivate employees.
- Communicate complex information clearly and effectively.
- Facilitate collaboration on cross-functional initiatives.

Qualifications and experience

- Tertiary degree in Business, Commerce, Governance, Public Administration, Law or a relevant discipline or extensive equivalent experience.
- Experience in a relevant senior position including the management of staff is required.
- Demonstrated experience in the management or delivery of one or more of the portfolio areas for this role.
- A valid Australian driver’s licence is required.

Our values and Code of Conduct

All employees are required to act in accordance with the Code of Conduct for Victorian Public Sector Employees and demonstrate the Victorian Public Sector values of responsiveness, integrity, impartiality, accountability, respect, leadership and human rights, together with Wannon Water's organisational values.



Inclusion and diversity

We embrace all forms of diversity and promote family friendly working hours and leave arrangements to ensure our workforce reflects the community that we serve.

Policies and procedures

All employees are required to adhere to systems, policies and procedures in relation to our activities. Employees shall not use their position for personal gain or advantage, nor disclose any confidential information acquired through employment by the Corporation.

Occupational health and safety

We've developed OH&S policies and procedures designed to meet the requirements of the internationally recognised Australian Standard/New Zealand Standard 4801 (AS/NZS 45001). These standards ensure that all employees are provided with a safe and healthy working environment.

Equal employment opportunity

We follow the principles of equal employment opportunity and every employee is responsible for ensuring the workplace is free from discrimination.

Training and development

Well-planned training is crucial to our success. Managers and employees work collaboratively to identify training and development needs to equip our employees with the necessary knowledge and skills to perform their roles effectively. Each year, managers conduct performance reviews with employees to identify, plan, and initiate relevant training and development for the upcoming twelve months.

Signature

Employee Name	Employee Signature	Date