

Position Description – IDS Contracts and Vendor Management Officer

Updated 10/09/2026

POSITION DETAILS	
Portfolio	Corporate Services
Organisational Unit	Information and Digital Services (IDS)
Supervisor (Title)	Senior IDS Planning and Delivery Lead
Classification	Higher Education Officer Level 6
Employment Type	Continuing, Full-time

POSITION SUMMARY
Under general to broad direction, the role is responsible for supporting the administration of IDS contracts and vendors across the end-to-end contract lifecycle, to ensure IDS contracts and the management of vendors is monitored, managed, and administered in a timely manner and in accordance with obligations. The role is also responsible for collaborating with the relevant IDS Associate Directors and teams across IDS to continuously improve and evolve the administration of IDS contracts. The role works closely with the relevant IDS Associate Directors and teams, and the University's Procurement Services team in fulfilling the responsibilities of the role.

UNIVERSITY EXPECTATIONS AND VALUES
All staff at Flinders are responsible for understanding their obligations and responsibilities as set out in the University's code of conduct and are expected to: • demonstrate commitment to the University's values of Integrity, Courage, Innovation and Excellence • demonstrate consistent alignment with the University's strategic priorities through daily decisions, teamwork and behaviours that reinforce the strategic intent. • contribute to the efficient and effective functioning of the team or work unit to meet the University's objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members, if required, and undertaking other key responsibilities or activities as directed by one's supervisor; • promote and support an inclusive workplace culture which values diversity and embraces the principles of equal opportunity; • perform their responsibilities in a manner which reflects and responds to continuous improvement; and • familiarise themselves and comply with the University's <i>Work Health and Safety, Injury Management and Equal Opportunity</i> policies. <i>Flinders University is committed to providing a safe, respectful and inclusive environment, free from gender-based violence. Appointment to this role is conditional on the completion of required pre-employment checks and declarations, each of which must be satisfactory to the University. This includes a Gender-Based Violence declaration, in accordance with the National Higher Education Code to Prevent and Respond to Gender-Based Violence (2025), and a Nationally Coordinated Criminal History Check.</i>

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Every One Matters.**

Agenda 2035

KEY POSITION RESPONSIBILITIES

The IDS Contracts and Vendor Management Officer is accountable for:

Management & Support

- Providing administrative support and services across the contract lifecycle for the efficient and effective administration of IDS contracts with third party organisations.
- Ensuring that existing contract renewals are appropriately reviewed, considered, and implemented by the relevant IDS Contract Owner/Manager in collaboration with the Procurement and Legal Teams in a timely and professional manner.
- Administering reporting to leadership, governance forums and other key stakeholders to ensure that IDS contracts and contract administration activities are aligned to the relevant procurement and supplier/contract management frameworks, models and supporting policies, processes, and standards.
- Contributing to the development and evolution of IDS contract administration and associated frameworks, models and related policies, processes, and standards.
- Contributing to the management of vendor relationships both within and outside of the IDS Professional Services Panel.
- Contributing to the periodical review of the IDS Professional Services Panel and associated frameworks and processes to identify areas for improvement.
- Providing support in relation to budget planning, forecasting and financial reporting activities associated with contracts, software licensing and vendor services.

Vision & Roadmap

- Maintaining an awareness of the IDS customer engagement and success models.
- Maintaining an awareness and understanding of IDS and university procurement and supplier/contract management frameworks, ways of working, roadmaps, and priorities.

Knowledge & Excellence

- Periodically participating in knowledge building activities and events to be aware of latest/best practices related to the role and to keep skills and knowledge up to date.
- Providing support to customers and stakeholders and identifying improvements to support services.

Risk, Governance & Ways of Working

- Supporting an agile based way of working to manage, refine, and prioritise the activity backlog based on relevant customer and IDS priorities.
- Identifying, managing, and mitigating risks related to the activities being undertaken by the role in line with IDS and Flinders University policies and procedures.
- Ensuring compliance with all relevant IDS and Flinders University policies and procedures.

Other Responsibilities

- Any other responsibilities in line with the level of the role as assigned by the Supervisor and/or the University.



KEY POSITION CAPABILITIES

- Appropriate tertiary qualification in Information Technology, Business Administration, Finance or a related discipline, and/or equivalent relevant experience in a similar role or an equivalent combination of experience and/or education and/or training.
- Significant judgment and problem-solving capability, including thinking, planning and analytical skills.
- Well-developed oral communication skills including well-developed interpersonal and relationship management skills and demonstrated experience contributing to a team reaching its full potential.
- Demonstrated experience in maintaining customer relationships and expectations.
- Demonstrated experience in agile ways of working including exposure to scaled agile methodologies and/or collaborating and delivering through a matrix structure.
- Well-developed self-improvement and growth mindset/approach to the role and as part of a wider team.
- Well-developed interpersonal influence and demonstrated ability to negotiate and communicate effectively with staff and customers across a diverse organisation particularly during the design, management, and implementation of customer solutions.
- General knowledge of governance and supplier/contract management frameworks, reporting and models.
- General experience supporting budget monitoring, financial reporting, procurement or contract administration activities. (Desirable)
- Experience within a higher education environment will be highly regarded.