



Procurement and Contracts Support Officer

POSITION DETAILS

Department / Team: Procurement	Reports to (title): Manager Procurement
# Direct Reports: 0	# Indirect Reports: 0
Location: Brisbane	Salary Banding:

THE CROSS RIVER RAIL PROJECT

The Cross River Rail Delivery Authority is building a new 10.2km rail line that includes 5.9km of twin tunnels running under the Brisbane River and CBD; with four new underground stations at Boggo Road, Woolloongabba, Albert Street and Roma Street.

Once complete, it will provide trains with a much-needed alternative rail path through the core of the current SEQ Rail network, unlocking a bottleneck and allowing more trains to run more often across the whole of South East Queensland.

The Cross River Rail Delivery Authority is also delivering multiple supporting projects and activities in conjunction with Department of Transport and Main Road. These include accessibility rebuilds for eight surface stations, construction of three new stations on the Gold Coast; upgrades for stabling yards; track works and surface rail enhancements; and the introduction of a new ETCS digital signalling system.

Further Information: www.crossriverrail.qld.gov.au

OUR VALUES AND BEHAVIOURS



WE COLLABORATE

- We treat each other with respect and speak up when this doesn't happen.
- We share information to help everyone be successful.
- We have honest conversations, no agendas or surprise.
- We are curious, asking questions to understand.
- We work through issues together and help each other.



WE INNOVATE

- We are inclusive, listening to and encouraging differing views.
- We challenge and push the boundaries.
- We apply and share our knowledge to do better.
- We seize our opportunity to set new standards and benchmarks.



WE DELIVER

- We act safely at all times.
- We do what we say we will do and when we will do it.
- We understand our individual role and how it fits into the project's success.
- We take responsibility for our work and speak up when we need help.
- We are committed to continuous development and take every opportunity to review, learn and improve the way in which we are delivering the project, learn improve.



ROLE OVERVIEW

The purpose of this role is to support the end-to-end procurement and contract management functions of the Cross River Rail Delivery Authority, ensuring that all purchasing and contracting activities are conducted efficiently, in compliance with the Queensland Procurement Policy (QPP) and the Delivery Authority's Procurement and Contract Management Procedures. Operating as the central coordination point for the Procurement team, the role works in close collaboration with Finance and other key stakeholders.

A primary focus of the position is to maintain and optimise the systems and processes that underpin procurement and contract administration including finance systems (e.g. TechnologyOne) and document management tools (e.g. TRIM) ensuring that data is accurate, accessible, and auditable. The Procurement and Contracts Support Officer is a crucial stakeholder liaison role, facilitating clear communication and workflow between Procurement, Finance, internal business units, and external suppliers. By proactively managing shared inboxes, purchase orders, invoices, and contract records, this role ensures that the Procurement team operates in a well-governed, streamlined manner.

The Procurement and Contracts Support Officer contributes to achieving value-for-money outcomes and the delivery of high quality, efficient services by coordinating the administrative and operational elements of procurement and contract management activities within the Delivery Authority.

KEY RESPONSIBILITIES

- Support procurement activities by preparing documentation, coordinating administrative tasks, and assisting with low value purchasing processes in line with the Queensland Procurement Policy (QPP) and internal procedures;
- Coordinate supplier onboarding and offboarding, ensuring accurate documentation, system setup, and compliance with contract and governance requirements. Manage contract close-out activities, including system updates, access revocation, and asset recovery;
- Administer purchase requisitions and purchase orders, ensuring financial accuracy, appropriate approvals, and alignment with contract terms and budget allocations. Monitor open orders to support timely receipting and closure;
- Process supplier invoices efficiently through the procure-to-pay cycle, verifying delivery, resolving discrepancies, and liaising with stakeholders to ensure timely and accurate payments;
- Maintain contract records such as insurances and variations using systems including TRIM and TechnologyOne, ensuring completeness, accessibility, and audit readiness. Track key contract milestones and support timely renewals, variations, and close-outs;
- Manage the shared mailbox, triaging and responding to internal and external enquiries. Escalate sensitive or complex matters appropriately and ensure timely resolution and communication;
- Provide guidance and support to internal stakeholders on procurement processes, system use, and compliance requirements. Represent the Procurement team through contributing to effective stakeholder engagement;
- Promote governance and compliance by conducting routine checks, maintaining confidentiality, and supporting audit and risk management activities. Identify and escalate potential risks and contribute to mitigation planning; and
- Contribute to continuous improvement by identifying opportunities to streamline procurement and contract management processes, enhance stakeholder experience, and support the implementation of updated procedures and tools.
- All duties are to be performed in accordance with the Delivery Authority's policies, procedures, and safety requirements, and in a manner that reflects our values of collaboration, innovation, and delivery.



KEY COMPETENCIES

- Demonstrated understanding of public sector procurement and contract administration, including familiarity with the Queensland Procurement Policy (QPP), financial delegations, and ethical procurement practices;
- Proficiency in procurement, financial and EDRMS systems such as TechnologyOne and TRIM, with strong attention to detail in data entry, document management, and recordkeeping to ensure audit readiness;
- Strong written and verbal communication skills, with the ability to engage effectively with internal stakeholders and external suppliers, and provide clear guidance on procurement processes and compliance requirements;
- Proven organisational and time management skills, with the ability to manage competing priorities, meet deadlines, and maintain accuracy in a high-volume, fast-paced environment;
- Sound judgement and problem-solving skills, with the ability to identify and resolve procurement and payment-related issues, and contribute to process improvements;
- Commitment to governance, confidentiality, and compliance, with a clear understanding of probity, risk management, and public sector accountability standards;
- Customer service orientation, with a proactive and responsive approach to supporting internal clients and maintaining positive supplier relationships; and
- Ability to work independently and collaboratively within a team environment, contributing to shared goals and fostering a culture of continuous improvement and innovation.