

Job Title:	Contract Performance Manager
Job No:	AA 205
Dept/Business Unit:	Commercial Department
Accountable to:	Chief Commercial Officer
Reporting to:	Chief Commercial Officer
Our Vision:	To inspire and develop world leading professionals for the aviation and aerospace industries through innovative learning and a commitment to safety and sustainability.
Our Values:	Work Together, Be Accountable, Act Innovatively, Deliver on Customer Needs, Safety at the Heart of Everything We Do

PURPOSE

The Contract Performance Manager is responsible for leading the customer relationship, driving internal coordination, and ensuring that all elements of service delivery, including RPLs, course enrolments, progress, and completions, occur seamlessly and in line with contractual and customer expectations.

This role acts as the central coordination point across Aviation Australia's delivery, academic, operations, and commercial functions to ensure customer requirements are met and that Aviation Australia is positioned to meet future needs.

The relationship management function of this role is critical to positioning Aviation Australia for future opportunities, ensuring strong customer engagement, early visibility of emerging needs, and a pipeline of sustainable growth.

A critical part of the role is to anticipate customer demand, identify future training opportunities, and work with internal teams so they are forewarned, well-prepared, and enabled to deliver. Through strong relationship management, the Contract Performance Manager supports both current contract performance and the broader business development pipeline.

RESPONSIBILITIES

1. Customer Engagement & Relationship Management

- Serve as the primary company interface with contracted key customers regarding contract performance and future business development.
- Manage customer expectations proactively through structured communication.
- Lead regular contract performance meetings, reviews, and reporting sessions.

2. Contract Performance & Delivery Oversight

- Lead internal coordination to ensure contract outcomes are achieved, engaging directly with delivery teams and working through Aviation Australia's governance framework to maintain alignment, visibility, and accountability.
- Monitor all contractual KPIs, SLAs, deliverables, milestones, and service standards.
- Track delivery against scope and ensure alignment with contractual requirements.
- Prepare and present performance reports to customers and internal leadership.
- Identify customer issues early and coordinate effective, timely resolution.

3. Escalation & Issue Management

- Act as first point of escalation for service issues, variations, delays, or disputes.
- Coordinate cross-functional investigation and problem-solving teams.
- Document and manage corrective actions, root-cause analysis, and prevention measures.
- Ensure transparent communication and negotiated outcomes that protect service quality.

4. Compliance, Governance & Assurance

- Ensure services comply with contractual terms, policy, regulatory and safety requirements.
- Oversee internal reviews, audits, and evidence collection for compliance reporting.
- Manage risks as per the contract and internal risk policies and procedures.

- Establish and maintain the connection between key accounts and the broader business by ensuring their needs, issues, and opportunities are represented through the Commercial Meeting.
- Support continuous improvement initiatives across service delivery processes.
- Comply with the requirements of Aviation Australia's:
 - Code of Conduct
 - Work Health and Safety legislation
 - Policies and procedures

5. Variation, Change & Commercial Support

- Assist with managing variations, extensions, and scope adjustments.
- Work with Commercial team to ensure changes are documented and approved.
- Participate in evaluation, quality assurance and continuous improvement processes.
- Undertake other duties as required by the accountable / reporting manager and senior management.

AUTHORITIES

- The Contract Performance Manager is empowered to act within their delegated authority and to take on further responsibilities as endorsed by their manager, ensuring effective oversight and delivery of contractual commitments.

SELECTION CRITERIA**Qualifications**Essential

A qualification in Business, Management or similar or equivalent level of operational experience.

Desirable

Qualification in Project Management or a relevant discipline.

ExperienceEssential

Experience in aviation, defence, education services, training delivery, or any regulated service-based environment. Previous roles may include:

- Service Delivery Manager
- Contract Manager
- Operations Manager
- Customer Success Manager
- Program Coordinator (Service or Government)
- Commercial/Compliance Officer

Desirable

Experience in the vocational training sector or in a training/learning and development environment. Experience working in the aviation or aerospace industry and/or an understanding of commercial aviation.

Knowledge and SkillsEssential

- Strong understanding of contract structures, KPIs, SLAs, and compliance frameworks.
- Excellent troubleshooting and issue-resolution capability — calm under pressure.
- High-level stakeholder management and communication skills.
- Strong analytical, reporting, and performance-tracking capability.
- Ability to coordinate cross-functional teams in complex operational environments.
- Customer-centric mindset with commercial awareness.
- Sound knowledge and/or understanding of commercial aviation.

Personal QualitiesEssential

- Enthusiastic, energetic and motivated approach to work.
- Assertive with an ability to remain professional and measured in approach, regardless of the situation.
- Actively able to contribute to ensuring the workplace is a safe environment for everyone by challenging actions or behaviours that could be improved upon or that are inappropriate.
- Ability to build rapport and credibility with stakeholders and develop strong working relationships.
- Ability to work both independently and within a flexible team environment.
- Ability to foster a customer focused working environment and build and maintain rapport with staff and students.
- Ability to interact with internal and external customers from diverse cultural backgrounds, displaying awareness of cross-cultural communication issues.
- Willingness and ability to demonstrate initiative and accept responsibility.