

POSITION DESCRIPTION

TITLE: Contract Manager

CLASSIFICATION: PA3 Purchasing Agent 3

REPORTS TO (POSITION TITLE): Director, Contracted Programs Management Office

DEPARTMENT: Labour, Consumer Protection and Government Services

DIVISION/BRANCH: Procurement and Supply Chain/Contracted Programs Management Office

PURPOSE

Lead and manage complex, critical, pan-government contracts or programs and service provider activities.

KEY RESPONSIBILITIES

1. Execute, lead and manage complex, high value pan-government contracts including managing and controlling budgets and any changes to the contracted agreement or statement of work.
2. Develop complex procurement strategies that support Manitoba's program and transformation objectives.
3. Align contract and program strategies to applicable process and policy or make recommendations to address gaps in current state and program needs.
4. Collaborate with departments to support complex contract or program management to mitigate risk, create value and drive improvements.
5. Coordinate complex contract activities including governance with internal stakeholders and service providers.
6. Develop and implement appropriate supplier relationship methodologies as appropriate to complex procurements to manage contract obligations.

ESSENTIAL QUALIFICATIONS

- Bachelor's Degree or completion of a professional procurement designation, project management certification or post-secondary education in business. An equivalent combination of related education, training and experience may be considered.
- Experience in managing complex, high value contracts.
- Experience planning, developing and executing high value, multi- stage and complex contracts and programs.
- Experience in planning, managing and controlling high value budgets or budgets that impact several service areas.
- Experience with project management tools and ability to techniques to plan and manage projects.
- Understanding of different methods of service provider relationship management and the ability to identify and implement the most appropriate approach.
- Advanced ability to negotiate with service providers and able to apply process structure negotiations from category management outputs.
- Knowledge of public procurement best practices, legislation, regulations and trade agreements.
- Knowledge of process improvement, including continuous improvement.
- Knowledge and experience of change management.
- Strong interpersonal skills.
- Strong written communication skills.

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- Strong verbal communication skills.
- Strong political acumen skills.
- Strong critical thinking and problem-solving skills.

DIMENSIONS OF WORK

Relationships/Contacts

Director

- Bring issues and priorities to the attention of the director.
- Advise on significant policy, operational, commercial and contracted service issues.
- Identify and coordinate contract and procurement issues that require advice, analysis or validation.
- Receive guidance on contract management, legal matters and issues that require escalation.
- Internal stakeholders
- Engage as appropriate to escalate issues through the governance process as required.
- Establish contract and program budgets as appropriate to program areas.
- Collaborate to implement management strategies and supplier relationship management.
- Influence the resolution of procurement issues.
- Optimize engagement to achieve defined outcomes and/or improve service outcomes.
- Receive approvals for changes to contracted agreements (Treasury Board or others).

External Stakeholders (Contracts)

- Build and maintain service provider relationships.
- Optimize engagement to achieve defined outcomes and/or improve service outcomes.
- Conduct performance evaluations and seek return information accordingly.
- Negotiate and influence to achieve problem resolution that meets objectives as contracted.

Independence and Influence

- Operating under the general direction of the director, the contract manager is expected to implement modernization and transformation strategies within government programs.
- Provide technical procurement expertise to stakeholders for complex contracts, and resolve procurement issues in accordance with trade agreements, legislation, policies and procedures.
- Independently manage consultations and negotiations with diverse stakeholders, recognizing the need to balance competing interests and demands, which are often changing and unpredictable.

Judgement/Challenges

- The work is outcome-based and involves flexibility and a high level of independence in decision-making and judgement to determine operational priorities.
- Report program expenditures to treasury board and make recommendations to improve program delivery and transformation strategy.
- Make recommendations to management on strategies and plans as well procurement and contract issues through the interpretation of best practices, trade agreements, legislation, policies and procedures.

POSITION DESCRIPTION

IMPACT

Working Conditions

- Working Environment
 - Requires efforts typical of an open office environment.
- Physical Effort
 - Requires efforts typical of an office environment.
- Sensory Effort
 - Requires efforts typical of an open office environment.

