OPPORTUNITY PROFILE | Director, Contract Management
The City of Edmonton is one of Canada’s largest urban centres and has experienced unprecedented growth as compared to the national average. In the last 10 years, the City added more than 200,000 people to the City of Edmonton proper — not including the surrounding region. This growth would be comparable to Regina or Kelowna adding their population to the City. Edmonton is now Canada’s fastest-growing major city, easily outstripping not just Vancouver and Toronto, but Calgary, too.

- The official population within Edmonton city limits is 932,540.
- Edmonton has the largest urban park in Canada, with over 160 km of maintained pathways and 20 major parks, the River Valley is a natural wonder of which Edmontonians are proud.
- Edmonton is home to major sports teams, including the Edmonton Oilers and the Edmonton Eskimos.
- It has played host to numerous world-class sporting and entertainment events, showcasing its outstanding attributes to visitors from across the country and abroad (e.g. FIFA Women’s World Cup, Red Bull Crashed Ice, and Western Canadian Fashion Week).
- Edmonton is known as Canada’s Festival City and hosts over 30 exciting events each year, including the world-class Fringe Festival, Edmonton’s International Street Performers Festival, and the Edmonton Folk Festival.
- We also emphasize that the City of Edmonton is home to more than 10 post-secondary institutions, including one of Canada’s top universities, the University of Alberta. It is home to Canada’s largest health service delivery organization, Alberta Health Services, which includes The Stollery Children’s Hospital (Western Canada’s referral centre for pediatric cardiac surgery), the Lois Hole Hospital for Women, and other Centres of health excellence.

At the City of Edmonton - City Operations, the long-term success of our business is developed by the actions of exceptional leaders who exemplify our values of safety, respect, quality, excellence and the customer. As a leader, you will interpret, operationalize and sustain the vision and values. As a leader, you must inspire others to do their very best.

The City of Edmonton’s newly formed Branch, Business Performance and Customer Experience, is designed to continually evaluate services to achieve the best value for Edmontonians. The branch will focus on optimizing service delivery across the City Operations Department by leveraging innovative business practices and continuous improvement.

With a strong contract management background and a strong citizen focus, the Director is responsible for providing department-wide contract management governance and oversight for the department. The Director is accountable for establishing a contract/vendor management program, reviewing contracts and contract groupings, monitoring contract performance, and managing contract non-compliance and adherence to contract post-mortem practices. The Director will maximize operational and financial performance for the department while creating a section that operates with a high degree of credibility.

The Director plays a key role across the department Vendor/Contract Management, responsible for controlling costs, driving service excellence, and mitigating risks to gain increased value from vendors throughout the life cycle. This position is essential for the success of the Departments’ strategic efforts toward establishing an integrated approach, ongoing cost effectiveness, and value for money. Additionally, the Director will establish and hold others accountable to behave in a way consistent with the branch and the City of Edmonton’s leadership principles.
KEY RESPONSIBILITIES

- Work with business areas in providing business governance and oversight to contracts, for the purpose of maximizing financial and operational performance.
- Construct and implement Department Contract Management Framework contract set up, contract management and contract closure aligned with the Corporate standards established by Corporate Procurement.
- Lead the development and implement departmental procedures for contract management and administration for compliance with City policy and, as appropriate, contribute to or influence corporate policy.
- Monitor agreements for fiscal, administrative and transaction compliance.
- Liaise with the City Auditor's Office to understand contract focus areas; review and respond to audits.
- Lead the development and maintain a contractual record taxonomy and establish a contract repository.
- Identify vendors deemed to be the most strategic for the Department and guide vendor relationship management, performance management, and vendor management functions.
- Address all aspects of vendor relationship management including: proactive issue identification and resolution, risk identification and mitigation, full value extraction and transition / exit strategies.
- Determine long-term contract program needs and pursue relationships and arrangements that will aid in accomplishing business objectives.

FIRST YEAR MEASURES OF SUCCESS

- Leading by example in a way that aligns with the Department’s values of Safety, Respect, Excellence, Innovation, & Customer Service.
- Constructing and implementing Department Contract Management framework.
- Assessing the risks and developing performance measures for existing contracts.
- Implementing corporate-wide Procure to Pay Initiative at the department level.
- Rolling out interim Contract Management database for all Department contracts following corporate guidelines.
- Establishing key priorities of job tasks across the organization and presenting a better plan and layout for how the organization handles contracts.
- Operations are running more effectively and the Branch has reduced contract related risks.
- Increasing the operational capacity and overall engagement of staff.
- Helping the Branch identify a 5-10% annual savings.

THE PERSON

- A degree from a recognized university in Business Administration or related field. A master’s degree would be an asset.
- A minimum of ten (10) years progressively responsible experience in a senior leadership role within a large, complex organization.
- A minimum of eight years’ experience in contract/vendor management and/or program management.
- Experience in developing, monitoring, and applying operational level and service level agreements.
- Experience with contract / RFP / RFI management.
- Ability to integrate a systems-thinking approach to the operating model of the Department.
- Superior communication skills with an ability to convey impact and intent to a wide audience.
- A focus on solutions with the ability to reconcile multiple viewpoints and encourages the same in others.
- An ability to definitively demonstrate the effective and efficient use of organizational resources.
- Advanced skills, knowledge, and understanding of business, government, strategic thinking, systems thinking, financial management, and change.
KEY SUCCESS FACTORS

**Leadership Skills** – Forward thinking; proactive. Creates, supports, and leads by example to build a high-performance team and a positive work environment. Develops and mentors others to be leaders. Identifies opportunities, inspires action, and achieves results. Responsive in implementing strategies that address business requirements and align to the city’s over-arching strategic plan. Confident and credible. Projects a positive attitude.

**Relationship Management** - Effectively builds relationships with a wide variety of both internal and external stakeholders. Flexible, adaptable, collaborative and demonstrates a positive attitude. Diplomatic with well-developed negotiation skills. Able to influence without relying on authority.

**Communication** - Strong communicator. Open, honest, and tactful with all audiences. Demonstrates respect to all in a clear and straightforward style. Has superior presentation, verbal, and written communication skills that are adaptive to diverse stakeholders, including senior management, staff at all levels, union representatives, City Council, businesses, and academic institutions. Encourages others to contribute and communicate openly.

**Integrity and Trust** - Honest, sincere, dependable, authentic, and trustworthy. High ethical standards and an honest, open-minded, and consistent approach to working with staff and stakeholders.

**Management Skills** - Encourages and inspires new ideas and approaches. Ensures timely and efficient reporting. Uses resources effectively and efficiently; sets clear expectations; and ensures accountability through developing a performance management system. Knows how to build capacity and encourages staff to reach their potential and get results.

**Strong Business Acumen** – Able to identify opportunities and anticipate challenges. Innovative. Maintains a strong entrepreneurial spirit. Has a broad business perspective and is able to identify issues and their impact on the organization. Well-grounded in financial aspects of running a business. Demonstrated success in evaluating service delivery and delivering on business plans.

**Decision Making** - Seeks and considers input of others. Shows common sense and intuitive judgment abilities. Excellent problem solving and critical thinking skills. Demonstrates a thorough, accurate, and common-sense approach.

**Team Player** – Promotes cohesion and teamwork in seeking solutions and moving forward; positively affects morale; facilitates/builds understanding, acceptance, and support for company operations and initiatives; understands and appreciates the effectiveness of working synergistically with others at all levels within the organization and creates a “team” culture. Has a willingness to listen and learn from others. Ability to formulate strategies, develop action plans, and implement solutions.

**Customer and Vendor Relations** – Works to understand needs and expectations; focuses on providing optimal service; solicits feedback and responds in accordance with the City’s image and mandate; Represents the City professionally at all times. Searches for the “best solutions” to help satisfy client and organizational needs. Proven ability to generate trust and credibility.

**Entrepreneurial, Proactive & Progressive** – An innovator with an assertive, friendly nature and approachable attitude. An independent self-starter who is diplomatic, has strong negotiating skills and can adapt easily in a changing environment.

**Best Practices/Continuous Improvement** – Understands, defines, and seeks “best practices” in the areas of business performance and customer experience. Innovative, creative, and open to new ideas. Seeks opportunities to challenge the status quo and improve services within available financial resources.
**Process Orientation** – Understands the big picture perspective while recognizing the value of strong and consistent internal processes. Can easily map out and identify areas for process improvement that can increase accountability, save time and resources, increase ROI, reduce contract risk, and ultimately improve the services provided to the citizens of Edmonton.

**COMPENSATION**

A competitive compensation package will be provided including an attractive base salary and excellent benefits. Further details will be discussed in a personal interview.

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