

Job Summary:

The Procurement Manager is the face of Strategic Procurement for WSIB, partnering with lines of business to collaborate on annual and on-going business plans for strategic sourcing. They participate as a member of assigned Clusters' senior leadership team as the Procurement point of contact, providing comprehensive support to senior management on a variety of strategic, tactical, and operational matters related to Cluster and/or Enterprise level procurement business planning, requirements, and initiatives.

The Manager provides overall leadership, strategy and execution related to the delivery of a defined set of categories to single or multiple clients across the organization, by taking a holistic view of the organization, and identifying opportunities for consolidating and enhancing services; developing and recommending strategies and plans for strategic sourcing. S/he provides strategic advice, guidance, recommendations and consultation to internal stakeholders at all levels (up to Chief).

The Procurement Manager ensures that business areas receive optimal benefits and best value for money. This role shares ownership for business value results and outcomes.

The Procurement Manager is also responsible for developing and enhancing procurement service excellence, governance protocols, identifying and reducing potential blockers and risk, and building productive and positive working relationships with internal and external stakeholders across WSIB. The Procurement Manager will also be responsible for all escalations from internal and external stakeholders and Vendors, managing bid disputes and challenges, as well as developing action plans and strategies to enhance client relationships and delivery of procurement services.

The Procurement Manager manages a team responsible for the delivery of Strategic Procurement Services. They lead, manage and foster a team environment to drive best practices in strategic procurement activities.

Major Responsibilities:

1. Maintain an organizational view of planned procurement activities to develop strategies, identify opportunities for consolidation and efficiencies that take into account organizational goals and objectives, resulting in better business value

- Using expert knowledge to develop innovative category and procurement solutions in compliance with policies and directives in order to drive best value and successful outcomes for clients; influence and guide adoption
- Act as a corporate liaison within assigned categories on all procurement matters; provide presentation/briefings to the executive team up to and including Chiefs, lead and facilitate regular planning and status meetings
- Develop, implement, and provide on-going education and support to business areas on processes, policies, new technology and program roll-outs
- Establish and maintain effective communication processes and channels within and across categories, identifying opportunities for enhancement
- Identify and address blockers, inefficiencies and other issues to the delivery of effective procurement services
- Establish procurement operational processes, guidelines, standards and best practice for procurement through proactive problem solving and issues management
- Develop and monitor resources plans to ensure competent resourcing is available to enable execution of procurement business plans; develop and negotiate mitigation strategies where constraints exist
- Manage Non-Competitive Business Case development where appropriate; develop strategies and provide education to clients to minimize compliance risks.
- Maintain up to date knowledge and awareness of industry trends pertaining to procurement, assigned categories, and the WSIB to enhance the delivery of procurement services
- Identify synergies by collaborating with external parties including ministries and other public sector agencies and entities
- Leverage procurement and category specific expertise to partner and collaborate with business areas for assigned categories to develop, maintain and monitor annual operational plans aligned to organizational goals and priorities which include:
 - identification of opportunities for strategic sourcing
 - assist with the definition and strategy of future opportunities that may impact of change business or service delivery models
 - developing strategies and solutions to deliver significant cost reduction and/or service improvement opportunities
 - directing and influencing adoption
 - identification of impacts to services and/or business continuity
 - identification of risks and development of mitigation plans
 - negotiation of timing, prioritization and reprioritization of initiatives across departments, divisions, branches and clusters to ensure objectives are met

- identification and addressing of blockers, inefficiencies and other issues to effective procurement service delivery
- Develop and maintain sophisticated reports on active/planned procurements and existing contracts including but not limited to risks, status, spend, usage, expiry, extensions, etc.
- Actively participate in strategic planning sessions with internal stakeholders.
- Oversee complex, high risk, politically sensitive and/or contentious RFP processes through the provision of leadership guidance and support:
- Support the Director and Assistant Director, and collaborate with other Procurement Managers and business areas on overall organizational business planning aligned to strategic objectives, priorities, and operational goals, taking into both account category projects and enterprise projects and objectives, as well as short term and longer-term/future state goals and objectives.

2. Enable a partnership approach and provide outstanding client relationship support:

- Effectively manage annual plans and relationships with category client's areas to ensure all current and future activities meet the needs of the business by strategically allocating work, providing updates and reporting on metric results in a timely manner.
- Be the point of contact to work with category business areas, build relationships and be the strategic partner to the business
- Develop and maintain customer service excellence and strong positive working relationships internally with category business areas and support areas (legal, ITC, Privacy, etc.), external stakeholders, vendors and the supplier community to achieve optimal business outcomes
- Understand enterprise, category and client objectives, and participate in annual and on-going procurement business planning
- Develop and maintain effective communication linkages and relationships internally with business partners and externally with stakeholders to discuss and resolve issues, and exchange information of mutual concern.
- Champion category partnerships by taking a leadership role with clients to proactively ensure organizational and category procurement plans effectively address short and long term business area objectives to ensure business value
- Establish an environment of mutual trust, respect and accountability
- Advocate for an awareness and focus on collaboration in the development of strategic plans, champion the value of early procurement involvement.
- Develop a deep knowledge of business areas within assigned categories and build positive relationships, both horizontally and vertically.

- Provide strategic advice, consultation and recommendations to client areas at the executive level, in order to mitigate risk and realize client objectives, direct and influence adoption
- Collaborate and facilitate joint initiatives across categories as required to support the realization of organizational strategy and goals.

3. Leads and manages a team of direct reports:

- Leads and manages a team through the provision of guidance and leadership, distribution assignment and monitoring of work, and maximizing individual and team growth through development and coaching discussions objective of ensuring optimal client service and successful execution of procurement business plans
- Conducts the hiring and termination process
- Allocate work, establish and monitor performance objectives, ensure effective performance management of staff, and provide expert guidance and expertise to staff
- Drives collaboration and development to maximize individual and team growth
- Identifies resource requirements and constraints and develops action plans to mitigate
- Ensures current policies, procedures, and processes are understood by staff and team and are being applied consistently in decision making and execution on RFX projects
- Provide leadership and education through effective communication and guidance to ensure the staff is engaged, informed and understand new developments within the division/organization, legislative changes, policies, procedures, and guidelines so they can provide knowledgeable and high quality procurement services to clients.

4. Drive and contributes to Procurement Services branch's market and procurement intelligence:

- Research the supply market to identify and understand the potential supply base with supplier cost drivers' analysis and trends in the industries. Analyzing the different options by ease and benefit and provide full market analysis and differences in all covered demand points within the line of business client(s)
- Ensure that market intelligence, benchmarking activities, and vendor performance measurement process all deliver value-adding information – maintain market knowledge intelligence

5. Manage Vendor relationships for assigned category(s) by:

- Enable early involvement of business areas as part of annual business planning and ongoing procurement planning,
- Enable VMF discussions in the development of procurement strategies.
- Develop strategies and approaches for the inclusion of Vendor Management across the procurement life cycle including the RFX templates and associated documentation.
- Providing consultation/recommendations to business areas and the procurement team.

- Coordination and collaboration with VMF pertaining to amendments, SOWs and/or extensions and including VMF scorecard results as part of options and planning.

6. Drives and contributes to continuous improvement:

- Ensure risk management, quality management and continuous improvement monitoring, information and performance metrics are established to analyze and evaluate the effectiveness procurement
- Review and analyze existing programs and processes for effectiveness and efficiencies, and develop strategies for improvement
- Introduce and promote innovative and value based procurement solutions and initiatives, which will deliver cost reduction and/or enhance and improve service delivery, and mitigate risk to actualize optimal business outcomes
- Promote an inclusive, diverse, and welcoming culture that encourages empowerment and encourages innovation, the free flow of ideas, questioning reasons for process, and proposing efficiencies and solutions

Job Requirements:

1. Education requirements:

Minimum Level Required

- University degree in related field or equivalent
- Sound knowledge of or certification in procurement / Supply Chain Management
- Sound and demonstrated working knowledge of categories including but not limited to: IT, Consulting, HR, Corporate Services, Facilities, Operations and/or Healthcare
- Sound knowledge of Procurement and Strategic Sourcing processes

2. Experience:

Minimum Level Required

- 4-6 years in a strategic sourcing and supplier management role
- 4-6 years Category specific experience including but not limited to: IT, Consulting, HR, Corporate Services, Facilities, Operations and/or Healthcare
- 2-4 years' experience managing direct reports within a Procurement department
- Experience with/knowledge of the public sector procurement environment, including the Ontario Public Sector Procurement Directives and applicable revisions. Understanding of political environment and how this can influence and impact procurement outcomes.

- Understanding and expertise of public sector (Federal and Provincial) buying groups and programs including but not limited to the Ontario Buys VOR Program, Centralization of Ontario's Public Procurement Activities, Ontario's Travel Meal & Hospitality Expenses, Ontario's Open Data Directive, and other related provincial policies and directives