




Procurement Services Team Lead

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 UBC Vancouver Campus - Vancouver, BC, Canada

 Full time

 Posted Today

 JR24483

Staff - Non Union

Job Category

M&P - AAPS

Job Profile

AAPS Salaried - Supply Management, Level B

Job Title

Procurement Services Team Lead

Department

Procurement Services | Financial Operations | VP Finance and Operations

Compensation Range

\$6,747.50 - \$9,701.42 CAD Monthly

The Compensation Range is the span between the minimum and maximum base salary for a position. The midpoint of the range is approximately halfway between the minimum and the maximum and represents an employee that possesses full job knowledge, qualifications and experience for the position. In the normal course, employees will be hired, transferred or promoted between the minimum and midpoint of the salary range for a job.

Posting End Date

May 21, 2026

Note: Applications will be accepted until 11:59 PM on the Posting End Date.

This position is subject to the satisfactory completion of required background checks

Job End Date

Ongoing

At UBC, we believe that attracting and sustaining a diverse workforce is key to the successful pursuit of excellence in research, innovation, and learning for all faculty, staff and students. Our commitment to employment equity helps achieve inclusion and fairness, brings rich diversity to UBC as a workplace, and creates the necessary conditions for a rewarding career.

Job Description Summary

The Procurement Services Team Lead is responsible for motivating and managing the buyers and procurement & logistics processors, leading the community of practice for buyers at Faculties/Admin Units, ensuring a detailed understanding of the procurement and RFx needs of the Faculty/Admin units, and ensuring compliance with the Service Level Agreements.

The role will proactively manage and oversee operational issue resolution ensuring the outcomes and service delivery levels are met, intervening if required. The Team Lead will ensure that all policies, KPIs, processes, audit and regulatory requirements are met and will cultivate a service-delivery environment focused on customer-centric process excellence.

Organizational Status

Reporting to the Procurement Services Manager, the Procurement Services Team Lead will manage a team of buyers and procurement & logistics processors and will provide expert guidance and support to ensure the team is able to meet the requirements of the clients. The role will partner closely with the Sourcing team and the Procurement Partnership team and is expected to build strong working relationships with faculty, administrative units and other key stakeholders across the University community.

Work Performed

- Manages the day to day activities of Buyers co-located in Faculties/Admin Units and ensures the buyers are motivated and engaged.
- Manages the day to day activities and workload of the Procurement & Logistics Processors located centrally, ensuring they are providing a high level of customer services, and are achieving established service levels.
- Co-leads the community of practice for Buyers with the other Procurement Services Team Lead to share experiences, identify ways to gain efficiency and ensure best practice, understand any changes to process/procedure, and develop a roadmap to improve buying practices, etc.
- Coaches, mentors, and provides clear directions to ensure staff are trained and providing high levels of collaboration.
- Focuses on customer services and ensures the highest level of customer services is provided by the procurement services team.
- Liaises with Procurement Partners to assess and deliver Faculty/Admin Unit needs.
- Manages the escalation and resolution of issues related to procurement services for Faculty/Admin Unit with a co-located buyer.
- Drafts and communicates new policies and procedures as well as training material relating to the procurement process and related areas.
- Develops service level agreements and supports the development of targets and key performance indicators related to Procurement Services.
- Provides the necessary metrics to the Procurement Services Manager and regularly reports out on the status of the assigned KPIs and internal Service Level Agreements.
- Partners with other resource managers/change agents to identify opportunities for significant process enhancements and/or efficiency improvements related to procurement, compliance and user experience.
- Works with appropriate groups to design/develop/roll out continuous improvement plans.

Consequence of Error/Judgement

The Procurement Services Team Lead plays an important role in the implementation and operation of procurement services for a wide range of client groups. These units include academic units with responsibility for teaching and scholarship, and administrative units responsible for the efficient, cost effective delivery of a wide range of services and processes that must meet the needs of students, faculty and staff. This position also plays a key role in ensuring that these clients receive appropriate support, and service level agreements in order to achieve their mandates and strategic objectives.

Errors would result in missed opportunities, costly contract and implementation solutions having to be reworked. Inaccurate reporting would result in the inability to assess strategic direction and could result in unfavorable contracts and possible risks for the University. Poorly analyzed recommendations can lead to ongoing increased costs to the University.

Supervision Received

Works autonomously under broad directives received from the Procurement Services Manager. Performance subject to periodic review for soundness of judgement, leadership, overall effectiveness and attainment of objectives.

Supervision Given

This position provides leadership, supervision and expertise to a team of Buyers and Procurement & Logistics Processors. Has the authority to hire, train, evaluate, discipline and discharge staff.

Minimum Qualifications

- Willingness to respect diverse perspectives, including perspectives in conflict with one's own
- Demonstrates a commitment to enhancing one's own awareness, knowledge, and skills related to equity, diversity, and inclusion

Preferred Qualifications

Two year diploma in Purchasing Management. University degree in a relevant discipline.

- Supply Chain Management Professional (SCMP) or equivalent designation would be an asset
- Minimum of 4 years of related experience or the equivalent combination of education and experience
- ERP experience with Workday and Planon would be an asset
- Expert knowledge of the end-to-end public procurement cycle
- Ability to work independently within established policies and guidelines to meet defined objectives and goals
- Ability to lead a team and provide clear instructions with various levels and skillsets
- Ability to drive business process optimization and planning
- Accuracy and attention to detail is essential. Must possess the ability to exercise tact and discretion
- Effective oral and written communication skills are critical. Demonstrated interpersonal, communication and organization skills are necessary to foster and maintain effective working relationships both internally and externally
- Emphasis on customer service experience and pursuit of customer service excellence is essential
- Ability to ensure compliance with procurement policy and process
- Ability to liaise with faculty/admin units, suppliers, strategic sourcing, government bodies, granting agencies, and other public sector institutions

- Ability to negotiate strong deals on the faculty/admin units' behalf
- Ability to act as the procurement expert

About Us



The University of British Columbia is a global centre for research and teaching, consistently ranked among the top 20 public universities globally. A large part of what makes us unique is the community of engaged students, faculty, and staff who are collectively committed to shaping a better world.

Recognized as a leading employer in British Columbia and Canada, UBC supports inspired students, faculty and

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