



IDENTIFICATION

Department	Position Title	
Finance	Senior Quality Assurance Advisor, Training and Education	
Position Number	Community	Division/Region
15-14546	Yellowknife	Procurement Shared Services/HQ

PURPOSE OF THE POSITION

The Senior Quality Assurance Advisor, Training and Education, is a key member of the Government of Northwest Territories (GNWT) Procurement Shared Services (PSS) team and is responsible for providing knowledgeable advice and for the development, implementation and maintenance of new initiatives to strengthen the overall quality of the procurement cycle and to ensure that government contracting maximizes benefits to residents and businesses.

SCOPE

The GNWT's objectives for contracting are to acquire goods and services in a way that guards against and mitigates risk, enhances vendor access to contracts, understands the market, encourages competition, supports benefits for northern businesses and reflects fairness, transparency, and integrity in the spending of public funds.

PSS is responsible for providing a range of contracting and procurement services for GNWT Departments, Boards and Agencies. PSS operates a headquarters office in Yellowknife as well as offices in regional centres. Under the shared services model, these responsibilities must be fulfilled for each client with often competing priorities, timelines and workload demands. In addition, the GNWT's contracting and procurement activities must be transparent and open to public scrutiny, often with a high degree of political sensitivity, as such, it is imperative that PSS activities are completed in accordance with trade agreement obligations, legislation, procurement policies, guidelines, procedures, and industry best practices.

PSS is responsible for the procurement of goods valued at \$25,000 and over, and services valued \$10,000 and over, for GNWT departments, boards and agencies.



Reporting to the Manager, Quality Assurance, the Senior Quality Assurance Advisor, Training and Education will monitor, analyze and share information on trends and developments in public procurement, policy, contract law, best practices and evidence-based policy research.

These functions will focus on fiscal responsibility, strengthening the procurement cycle through continuous development, providing advice on procurement best practices, implementation and maintenance of initiatives including but not limited to quality assurance programs and the delivery of employee and public training and education sessions. This position also provides procurement policy, contract law and contract management support directly to all departments, boards and agencies.

The activities of the incumbent will have a direct impact on the quality of procurement services delivered by PSS and will be instrumental in the development and implementation of all quality related initiatives.

This position will require the incumbent to provide knowledgeable advice to co-workers, clients and the public, and to be able to deliver effective and understandable training and education sessions to a variety of audiences. The incumbent will need to have a level of procurement knowledge and expertise that is equivalent to other senior (non-management) positions in PSS.

RESPONSIBILITIES

1. The Senior Quality Assurance Advisor, Training and Education is responsible for contributing to the development, preparation, evaluation and monitoring of a quality assurance program, departmental contracting procedures and standard contract documents to ensure contract activities are consistent and in compliance with Government of Northwest Territories (GNWT) legislation, policy and objectives and current contract law.

- Contributing to developing, implementing and maintaining a contract quality assurance program to align with Industry best practices.
- Researching, developing and updating procurement and contract administration procedures and user manuals.
- Reviewing internal controls and procedures and determining fit to best practices.
- Analyzing and researching information on trends in public procurement, policy, law and evidence-based policy.
- Analyzing and auditing internal controls and procedures to enhance operating efficiencies, compliance and consistency.
- Auditing files to ensure compliance with applicable laws, regulations, and policies in the tendering, awarding and administration of contracts.
- Providing advice for establishing and implementing risk tolerances to measure performance on contract activities.



- Performing quality assurance audits on contracting activities from beginning to end.
- Ensuring quality improvement efforts meets or exceeds internal and external needs and expectations.
- Works with the Manager, Quality Assurance to develop and maintain Key Performance Indicator's for PSS.
- Works with and provides expert advice to the Director, Procurement Shared Services, the Manager, Quality Assurance, the Manager, Procurement Shared Services and the Manager, Construction Contracts with implementing policies and procedures. Collecting, organizing, monitoring, and distributing information related to quality and process improvement functions.
- Providing expert advice on procurement policies and ensuring appropriate business processes are in place.
- Ensuring forms relating to policies are updated and posted as global templates.
- Maintaining and updating the procurement user manual.
- Identifying areas of concern and developing recommendations/solutions on how to address these concerns.
- Liaising with other jurisdictions to review and approve contracting activities/functions.
- Preparing reports for management on contract quality assurance processes that measure performance on all contracting activities throughout the GNWT.
- Participates in a yearly audit on GNWT public procurement.

2. Responsible for providing expert advice to the Procurement Procedures Committee and to PSS employees on procurement trends, best practices, and quality assurance improvements in public procurement.

- Provides expert advice on goods and services, consulting and purchasing/procurement contract content, contract procedures, contract policy and helps resolve contract related management issues/disputes.
- Assists Senior Procurement Specialists with complex public tender and Request for Proposals documentation, tender reviews and advice to ensure awards are conducted in accordance with GNWT policies, regulations, procedures, standards and guidelines.
- Ensure that proper documentation is maintained in all the contracting files.
- Ensure contract information is entered properly, in a timely and consistent manner so accurate contract information is readily available to staff and management for making decisions and responding to requests for information from other departments, agencies, Ministers and MLA's.
- Represents the Departments' interests, communicates and liaises with other departments and outside interest groups on matters related to project management contracting policy, including matters relating to the Business Incentive Policy, Government Contract Regulations and Workers' Safety and Compensation Commission requirements, as assigned.



- Provides expert advice in the administration and evaluation of the Business Incentive Policy.
- 3. Research, development, implementation and maintenance of new initiatives and programs to help strengthen and improve the GNWT procurement processes and procedures.**
- Research programs, best practices and other initiatives across other public jurisdictions and agencies in Canada.
 - Develop systems capable of tracking performance indicators and surveys.
 - Work with the Manager, Quality Assurance, to develop tools within the software platforms for the effective management of procurements activities.
 - Develop reports for clients and senior management on KPI's, vendor performance, qualitative procurement data, and other procurement related initiatives.
 - Actively participate in provincial working groups to represent the GNWT on public procurement initiatives.
 - Oversee implementation of new software platforms and initiatives.
 - Organize ongoing training and maintenance of new initiatives or programs, KPI's, reporting and quality assurance.
- 4. Providing expert advice in contract administration, contract management and quality assurance processes to procurement professionals, contract administrators, project officers, program managers, other client departments, board and agencies and contractors/suppliers throughout the NWT.**
- Working with procurement personnel and others in administering and improving a contract quality assurance program and processes.
 - Providing guidance and expert advice to the procurement professionals, departments and agencies in the application of procedures within the applicable legal framework, GNWT policy and regulations and settlement legislation.
 - Guiding and actively participating with regional staff to solve problems and resolve contract administration disputes.
 - Liaising with other jurisdictions to review and approve contracting activities/functions and quality assurance programs and processes.
- 5. Provides assistance, advice and training on contract administration, contract management and quality assurance processes to procurement professionals, contract administrators, project officers, program managers, other client departments, boards, agencies and contractors/suppliers throughout the NWT by:**
- Instructing and training staff on quality assurance related topics.
 - Developing and preparation of training materials for procurement personnel, department, boards, and agencies on various contract administration, contract



management, contract quality assurance and other related contracting activities and topics.

- Delivers training sessions to groups as well as ad hoc personal training sessions to program departmental managers, procurement professionals, project officers, regional staff, agencies, boards and contracts/suppliers on a wide variety of contract and procurement activities and topics.

6. Assists in the development and maintenance of the GNWT Procurement Guidelines.

- Gathers information to provide advice and consultative services on all issues related to procurement policy and initiatives.
- Provides strategic policy and communications advice on current, new and emerging procurement issues and develops positions and approaches.

7. Provides advice and support for vendor performance management initiatives, including:

- When required, participating in and contributing to vendor performance management working groups that have been established.
- Conducting research on vendor performance management best practice in the Canadian public sector.
- Preparing training material for both clients and vendors relating to vendor performance management policies and programs.
- Monitoring and tracking feedback relating to vendor performance management.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

Some travel (approximately 10% of work time), may be required.



KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of procurement theory, principles and best practices to develop and maintain a contract quality assurance program and to provide advice.
- Knowledge of contract administration theory and principles to develop and interpret governing authorities and assess the implications of trade agreements and treaties on and for the GNWT and assess the legal implications of procurement instruments or practices.
- Knowledge of auditing and investigation processes and contract quality control programs.
- Knowledge of public sector procurement in Canada.
- Interpersonal skills, including dispute resolution skills to interact constructively with GNWT officials and decision-makers and suppliers/service contractors.
- Ability to work effectively under pressure without compromising professional standards or quality of work.
- Analytical and problem-solving skills.
- Understanding of dispute resolution processes.
- Ability to understand, interpret and implement policies, contract regulations and procedures.
- Knowledge of procurement policies and procedures, types of contracts, negotiating and interviewing techniques and sources of supply.
- Ability to communicate clearly and effectively, orally and in writing.
- Ability to work with people in an effective and tactful manner.
- Knowledge of generally accepted accounting principles (GAAP).
- Knowledge of Canadian contract law principles.
- Ability to analyze and evaluate contracting issues and legalities.
- Knowledge of Microsoft Office products (Word, Excel, PowerPoint, and Outlook).
- Knowledge of Enterprise Resource Planning systems.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

A bachelor's degree in procurement, business administration, commerce, research and policy, law or related discipline with three years of experience in the public sector procurement environment.

Equivalent combinations of education and experience will be considered.



ADDITIONAL REQUIREMENTS

Position Security (check one)

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) Intermediate (I) Advanced (A)

READING COMPREHENSION:

Basic (B) Intermediate (I) Advanced (A)

WRITING SKILLS:

Basic (B) Intermediate (I) Advanced (A)

- French preferred

Indigenous language: Select language

- Required
- Preferred