



IDENTIFICATION

Department	Position Title	
Finance	Manager, Quality Assurance	
Position Number(s)	Community	Division/Region(s)
15-3278	Yellowknife	Procurement Shared Services/HQ

PURPOSE OF THE POSITION

The Manager, Quality Assurance is a key member of the Government of Northwest Territories (GNWT) Procurement Shared Services (PSS) team and is responsible for the development, implementation and maintenance of a procurement quality assurance program that strengthens and monitors the contracting activities within the GNWT PSS environment throughout the Northwest Territories (NWT). Contracting activities include goods, services and construction.

SCOPE

Located in Yellowknife and reporting to the Director of PSS, this position is responsible to facilitate the development, documentation, maintenance and auditing activities of the procurement quality assurance program and contracting processes that monitor adherence to applicable laws, regulations, policies and procedures in the tendering and awarding processes and administration of contracts.

The GNWT's objectives for contracting are to acquire goods and services in a way that guards against and mitigates risk, enhances suppliers' 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.

The GNWT PSS is responsible for providing a range of contracting and procurement services for GNWT Departments, Boards and Agencies, and includes operational offices in Yellowknife and the regional centers. Under the PSS model, these responsibilities must be fulfilled for each respective 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 PSS

activities are completed in accordance with GNWT legislation, procurement policies, procedures and industry best practices.

The PSS organization will be responsible for managing approximately \$90-\$100 million annually in contract and procurement activities originated by GNWT departments, boards and agencies.

All positions in the PSSC report to and take direction from PSS management for contract and procurement activities while the regional staff may report administratively to regional department management for matters such as leave and attendance.

RESPONSIBILITIES

1. The Manager, Quality Assurance ensures the appropriate business processes are in place, maintained and strengthened in order for the procurement and contracting activities in the PSS environment in HQ and the regions are consistent and compliant with applicable laws, regulations, and policies by:

- Developing, implementing and maintaining a contract quality assurance program.
- 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 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.
- 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.
- Implementing policies and procedures and communicating policy changes to staff.
- Seeking feedback from impacted staff regarding proposed policy/procedural changes.
- Collecting, organizing, monitoring, and distributing information related to quality and process improvement functions.
- Providing expertise on procurement policies and ensuring policies identify that appropriate business processes are in place.
- Ensuring forms relating to policies are updated and posted as global templates, as required.
- Developing, 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.
- Working with the Audit Bureau to develop, maintain and improve a contract quality assurance program for the PSS environment.

- Preparing reports for management on contract quality assurance processes that measure performance on all contracting activities throughout the GNWT.
- 2. Provides expert advice, assistance and training in 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.
 - Working with procurement personnel and others in administering and improving a contract quality assurance program and processes.
 - Ensuring that procurement professionals are kept abreast on any policy or procedural revisions or updates.
 - Providing ongoing expert advice to procurement staff to ensure contracting activities are processed in accordance applicable laws, regulations, and policies.
 - 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.
 - Develops and prepares 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.
 - Develops and prepares training materials for contractors on various contracting activities and topics that would assist them in contracting with the GNWT.
 - Guiding and actively participating, with regional staff to solve problems and resolve contract administration disputes.
 - 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.
 - Liaise with other jurisdictions to review and approve contracting activities/functions and quality assurance programs and processes.
- 3. Responsible for overseeing the central contract Administration desks in HQ and the regions which includes the development and implementation of policies, systems and procedures to ensure professional, fair and consistent Contract Administration is maintained.**
- Develops, revises and implements procedures for central contract administration processes for managing and handling of public tenders and contract awards so there is a fair and consistent process throughout the GNWT.
 - Ensures contract documentation, advertising tender opening, tender reviews and awards are conducted in accordance with GNWT policies, regulations, procedures, standards and guidelines.
 - Ensures that resources in HQ and regions are properly trained in Contract Administration.
 - Ensure that proper documentation is maintained in all the contracting files.
 - Ensures that tendering and other contracting processes are followed and adhered to.

- Ensures contracting 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 MLAs.
- 4. Develops and maintains effective communications and working relationships with procurement professionals, contract administrators, project officers, client departments, boards and agencies for improving operational efficiency, procedures and quality improvement initiatives in contract and procurement activities provided to client departments, boards and agencies by the PSS environment.**
- Liaising with client department boards and agencies regarding improving and maintaining a high level of service;
 - Liaising with Contract Administrators, Procurement Professional and Project Officers on procedures and processes to ensure consistency and to improve operational efficiencies;
 - Reviewing and revising/updating services level agreements, and processes to ensure client departments expectations are being met or exceeded;
 - Identifies areas of concerns and improvement;
 - Reviews processes and government policies, regulations and procedures, as necessary;
 - Revises, updates and distributes procedures, and
 - Identifies and makes recommendations to improve operational efficiency in all areas of materials management / logistics activities.
- 5. Assists in the development and updating of the GNWT Procurement Guidelines.**

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Expert knowledge of procurement theory, principles and best practices to develop and maintain a contract quality assurance program and to provide expert advice.
- Expert 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 about the application of procurement and contract administration theory and principles in a public sector setting to improve procurement activities and processes and provide expert advice.
- In-depth knowledge about auditing processes and contract quality control programs.
- Interpersonal skills, including dispute resolution skills to interact constructively with GNWT officials and decision-makers and suppliers/service contractors.
- Oral and written communication skills to communicate effectively at all required levels.
- Knowledge of computer applications such as word processing, spreadsheets, data base and large scale enterprise systems to operate in a computerized office environment.
- General knowledge of web site applications to direct the development of a web site for suppliers and the general public.

Typically, the above qualifications would be attained by:

Completion of post-secondary certification in Business Administration, or professional Accounting designation or Supply Chain Management Professional designation and 5 years directly related experience in a contract administration and public sector procurement setting.

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