

New

Ministry

Service Alberta and Red Tape Reduction

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Category Delivery Manager

Requested Class

Senior Manager (Zone 1)

Job Focus

Corporate Services

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

FASS, Procurement Services/Category Management

☒ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

Organizational Context:

The Procurement Services Branch is responsible for the Government of Alberta's (GoA) mandate for efficient, open and transparent procurement. The Branch supports ministries to meet essential and complex program goals, by leading or facilitating cost effective procurements in a fair and equitable manner, in alignment with national & international trade agreements and provincial legislation.

Procurement Services is responsible for leading the Category Management Program to implement leading category management practices across the GoA. Procurement Services takes the lead and works collaboratively at strategic and operational levels with all departments of the GoA, subject matter experts internal and external to the GoA, and the vendor community to maximize operational efficiencies, improve performance and achieve cost savings.

Job Purpose:

Reporting to the Category Management Delivery Director, the Category Delivery Manager will be responsible for leading a team (setting a clear vision, providing guidance and direction, and motivating and inspiring) Category Specialists implementing category management. The implementation of category management includes on-boarding of GoA stakeholders from departments and overseeing implementation.

The purpose of this role is to have a senior leader with strong technical expertise who can work autonomously to oversee the implementation of category management across different categories to drive standardization and continuous improvement. As this Category Management Program and the implementation of category management is a significant change to the Province, this Senior Manager will also be responsible for communicating with and navigating a group of stakeholders with diverse interests to drive adoption of this new way of working.

A professional demeanor, strong communications skills and coaching skills are required to liaise with all levels of the organization.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

- 1. Demand planning:** The Senior Manager will oversee the implementation of the demand planning processes, which includes engaging with departments to understand their demand for upcoming and in-flight categories and collaborating with the leadership team to plan accordingly.
 - Oversee the development of a prioritized plan to engage GoA departments to understand their demand plans for upcoming and in-flight categories.
 - Oversee targeted engagements with stakeholders to educate them on the demand planning process and outline their roles and responsibilities to drive buy-in and accurate data reporting on demand plans.
 - Manage the development of a tool to track demand plans across the Province that can easily be used by other stakeholders within the Category Management Program to plan for in-flight categories, adjust the plan for upcoming categories and adjust the change management and communication plans.
 - Ensure quarterly demand plan sessions with GoA departments to collect the required data to inform Provincial demand plans are conducted.
- 2. Technical category management expertise:** Lead the implementation of category management for Category Management Program and Centre of Excellence teams across different goods and services categories to consistency, continuous improvement and proactive management of risks.
 - Provide guidance and expertise on public sector procurement practices (e.g. national & international trade agreements and provincial legislation, fair and transparent processes etc.) to the category teams.
 - Ensure collaborative engagement sessions with departments are conducted as category management is implemented to mitigate risks, manage escalated risks, drive value in the category and realize savings.
 - Provide guidance and support to direct reports while removing barriers as needed while categories are being implemented.
 - Execute ongoing monitoring of category management implementation to promote adoption of a consistent approach & outcomes (e.g., savings), and continuous improvement.
 - Oversee quality review of higher risk and public facing documents such as RFx documents and contractual performance management documents.
 - Stay up to date on industry trends and implementation of category management within other Provinces.
 - Provide coaching on the category management 5 phase methodology to category specialists, enabling them to learn in a hands-on environment on using relevant tools, working through strategies and managing stakeholder relationships.
- 3. Stakeholder management:** Collaborate with colleagues to identify the stakeholder landscape for upcoming categories and lead the engagement with impacted stakeholders to educate them on category management, their roles and responsibilities and the collaborative approach required to be successful.
 - Act as a liaison between procurement stakeholders (i.e., departments, category teams, suppliers, industry organizations etc.) and the program area when implementing category management.
 - Collaboratively engage the Change Management team to provide guidance and coordination on the stakeholders who should be engaged and the approach for engagement.
 - Collaboratively work with the Category Management Program team to engage and educate stakeholders on the category wave plan and on the category management approach prior to launching a new category.
 - Develop presentations and lead targeted outreach to existing suppliers to execute on supplier and contract management activities.

- Develop presentations and lead targeted outreach to stakeholders (e.g., GoA departments and suppliers) to respond to challenges or risks that stakeholders are facing with adopting the new way of working.

4. Performance management: Leverage business acumen to collaborate with the Reporting and Master Data team to identify metrics that need to be tracked to deliver the objectives of the Category Management Program.

- Coordinate with the Reporting and Master Data team to support the identification of metrics to track (based on the categories being executed on).
- Oversee the collection of data to enable accurate and timely reporting.
- Oversee the analysis of data to ensure accurate insights are being reported on.
- Lead the creation and execution of plans to address continuous improvement opportunities.

5. Team Leadership and Coaching: Provide guidance and support to their team members.

- Provide coaching, direction and guidance on the best practices, tools, and techniques for category management to their team.
- Manage all human resource activities of the team, including recruitment and selection of staff, establishing performance objectives (team and individual), providing ongoing performance management of staff, establishing plans for professional development.
- Communicate strategic goals/objectives and visions clearly to team members.
- Engage staff and support a culture that encourages and implements continuous improvement and embraces innovation.

Problem Solving

Typical problems solved:

This position requires the Category Delivery Manager to manage and oversee the demand planning processes, technical category execution, stakeholder management to manage a diverse group of stakeholders and performance management activities. These responsibilities will enable the overall objectives of the Category Management Program and procurement policies in a public sector environment.

Typical problems addressed by this position include:

- Navigating stakeholders with diverse interests to create alignment and consensus towards a strategic approach for category management.
- Influencing stakeholders to adopt new ways of working.
- Operating in an unstructured / ambiguous environment to solve complex problems.
- Driving agility, creativity and continuous improvement, while still being compliant to the public sector procurement requirements (e.g., trade agreements, policies etc.).
- Proactively managing risks associated with the scrutiny of the vendor community and the public.
- Responding to issues raised by stakeholders (e.g., GoA departments and suppliers).
- Upskilling and understanding a broad range of goods and services categories.

Types of guidance available for problem solving:

This Manager will work autonomously to solve a majority of problems and execute on the responsibilities outlined in the job description.

Where required, the Manager will have the support and guidance of peers, the Category Management Program's leadership team and GoA's legal, risk management, privacy and security advisors.

Direct or indirect impacts of decisions:

As this is a leadership position, the decisions made by the Manager will have a direct role on the future state of the Category Management Program and overall implementation of category management across the Province.

Given this, the key direct and indirect impacts are outlined below:

- Effective procurements have a direct impact on the Province's expenditures and program outcomes.
- Collection of demand plans will have a direct impact on how categories are executed on and sustained to meet the evolving needs of the Province.
- Collaborative engagement of stakeholders to drive buy-in will have a direct impact on the success and

timely implementation of categories.

- Realization of performance metrics in alignment with the Category Management Program's vision, to maximize operational efficiencies, improve performance and achieve cost savings, will have a direct impact on the continued success of the Category Management Program.

Key Relationships

Major stakeholders and purpose of interactions:

Internal:

Procurement Services - Category Management Program: The Senior Manager will engage with this team on a weekly basis to align on key priorities, provide subject matter specialization support on category management, exchange information, provide guidance on training or change management requirements and discuss team members growth. The regular collaboration is intended to create alignment between all stakeholders in the Category Management Program.

Procurement Services - Surplus Sales and Warehousing: The Senior Manager will engage with this team as required to get advice and discuss divestment strategies, inventory operations, logistics and warehousing for all applicable goods categories.

Procurement Services - Corporate Purchasing: The Senior Manager will engage this team as required when the Category Management Program is executing a goods category.

GoA Departments: The Senior Manager will engage this team very frequently for the execution, risk management and sustainment of category management.

Legal, Trade and Risk Management Advisors: The Senior Manager will be engaged as required to obtain advice on complex procurement activities and documents (e.g., RFx documents) to drive issue resolution and risk management support.

External:

Current and Prospective Suppliers: Suppliers will be engaged during the implementation of category management to understand the "voice of the supplier" when executing on category management, contract management and supplier management.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Business	Engineering	

If other, specify:

Supply Chain Management Professional or equivalent education plus experience

Job-specific experience, technical competencies, certification and/or training:

Job-Specific Experience:

- Experience navigating situations within a public sector environment with complex and diverse stakeholder groups
- Experience executing on category management and strategic sourcing activities within a public sector environment
- Experience conducting demand planning and using the findings to drive actionable insights
- Experience successfully executing on transformation projects where the outcomes were closely tracked and monitored
- Experience managing a team where you are overseeing their work and coaching them to grow and develop into stronger team members

Skills and Technical Competencies:

- Strong leadership and supervisory skills
- Strategic thinker and problem solver
- Strong communicator and presenter at various levels
- Results driven mindset

- Strong knowledge of public sector procurements
- Strong knowledge of public sector stakeholder landscapes
- Strong conflict resolution skills
- Strong project management skills

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Systems Thinking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<p>Integrates broader context into planning:</p> <ul style="list-style-type: none"> • Plans for how current situation is affected by broader trends • Integrates issues, political environment and risks when considering possible actions • Supports organization vision and goals through strategy • Addresses behaviours that challenge progress 	In executing on Category Management, this Senior Manager will understand the Provincial and global implications of decision making related to category strategies, go-to-market approaches and category sustainment.
Agility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<p>Proactively incorporates change into processes:</p> <ul style="list-style-type: none"> • Creates opportunities for improvement • Is aware of and adapts to changing priorities • Remains objective under pressure and supports others to manage their emotions • Proactively explains impact of change on roles, and integrates change in existing work • Readily adapts plans and practices 	<p>The Senior Manager will execute on category management following the defined processes, while also being open to identifying and executing on continuous improvement opportunities.</p> <p>In addition, the Senior Manager will collaborate closely with a diverse group of stakeholders and maintain agility to proactively identify and mitigate risks to maintain timelines and meet expectations.</p>
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<p>Works in open teams to share ideas and process issues:</p> <ul style="list-style-type: none"> • Uses wide range of techniques to break down problems • Allows others to think creatively and voice ideas • Brings the right people together to solve issues • Identifies new solutions for the organization 	The Senior Manager will be required to manage complex categories using the category management methodology. This methodology requires strong problem solving skills to identify the root cause of issues, develop strategies and deliver on savings.

			Many of the problem solving situations will be in an unstructured environment, requiring the Senior Manager to work effectively in an ambiguous environment.
Drive for Results	○ ○ ○ ● ○	<p>Works to remove barriers to outcomes, sticking to principles:</p> <ul style="list-style-type: none"> • Forecasts and proactively addresses project challenges • Removes barriers to collaboration and achievement of outcomes • Upholds principles and confronts problems directly • Considers complex factors and aligns solutions with broader organization mission 	<p>The Senior Manager will be responsible for working closely with the category management teams to execute on categories and deliver operational efficiencies, improve performance and achieve cost savings.</p> <p>Given this, the Senior Manager will proactively identify risks / challenges, support the category teams in working effectively by removing barriers and provide strategic guidance.</p>
Develop Networks	○ ○ ○ ● ○	<p>Makes working with a wide range of parties an imperative:</p> <ul style="list-style-type: none"> • Creates impactful relationships with the right people • Ensures needs of varying groups are represented • Goes beyond to meet stakeholder needs • Ensures all needs are heard and understood 	<p>The Senior Manager will be responsible for navigating a complex group of stakeholders to change the way the Province works. Therefore, they will be effective at building relationships, meeting expectations and ensuring the needs of stakeholders are addressed.</p>
Build Collaborative Environments	○ ○ ○ ● ○	<p>Involves a wide group of stakeholders when working on outcomes:</p> <ul style="list-style-type: none"> • Involves stakeholders and shares resources • Positively resolves conflict through coaching and facilitated discussion • Uses enthusiasm to motivate and guide others • Acknowledges and works with diverse perspectives for achieving 	<p>As this is a cross-Provincial Program, collaboration is key to the success of the Category Management Program. Therefore, the Senior Manager will need to engage stakeholders in a manner that encourages them to collaborate openly and actively invest in delivering against the Category Management</p>

Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

Assign

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

_____ Employee Name	_____ Date yyyy-mm-dd	_____ Employee Signature
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_____ Supervisor / Manager Name	_____ Date yyyy-mm-dd	_____ Supervisor / Manager Signature
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_____ Director / Executive Director Name	_____ Date yyyy-mm-dd	_____ Director / Executive Director Signature
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_____ ADM Name	_____ Date yyyy-mm-dd	_____ ADM Signature
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_____ DM Name	_____ Date yyyy-mm-dd	_____ DM Signature
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