

Working Title Manager, Training, Standards and Reporting		Name	
Position Number	Reports to Position No., Class & Level	Division, Branch/Unit Financial and Administrative Shared Services Division, Procurement Services Branch / Procurement Standards and Engagement	Ministry Service Alberta and Red Tape Reduction
Present Class Manager		Requested Class Manager	Levels to Deputy Minister (Not including incumbent level)
Dept/Agency Code	Cost Centre	Project Code (if applicable)	

CHANGES SINCE LAST CLASSIFICATION REVIEW: Describe changes that have significantly impacted responsibilities. Include duties added and where they came from, and duties removed and where they went to.
Last Classified:
Responsibilities Added:
Responsibilities Removed:

Job Purpose and Organizational Context In 2 to 3 sentences describe why the job exists, its purpose and what it is accountable for – essentially an executive summary.
<p>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.</p> <p>The Manager, Training, Standards and Reporting, leads the Government of Alberta (GoA) Procurement Training Program, procurement reporting, and process improvement functions including tools, templates, and procedures, which are used across the GoA. Responsibilities include engagement with internal and external subject matter experts to ensure the Training Program, standards, and procurement practices align with organizational goals, trade agreements, and legislative requirements. The Manager fosters collaboration, innovation, and stakeholder engagement while delivering measurable improvements in procurement processes and organizational performance.</p> <p>The Manager leads the Team to achieve operational goals and is a member of the branch leadership team.</p>

Responsibilities (4-6 core results and 4-6 corresponding activities) What the job does and why the work is done.
<p>Training Program Leadership</p> <ul style="list-style-type: none">• Lead planning and management of the design, development, and delivery of comprehensive training programs tailored to the needs of the Procurement Services Branch and other ministries.• Establish training frameworks and standards, ensuring alignment with procurement objectives and skill development needs.

Responsibilities (4-6 core results and 4-6 corresponding activities) What the job does and why the work is done.

- Oversee the integration of training materials into the learning management system in 1GX, and ensure optimal functionality and user experience.
- Oversee the delivery of training via multiple media to all GoA ministries.
- Monitor training effectiveness through evaluations, stakeholder feedback, and data analytics to drive continuous improvement.

Business Process Improvement Leadership

- Plan and manage process redesign and improvement initiatives to optimize procurement efficiency, enhance compliance, and align with trade agreement obligations.
- Oversee the development and maintenance of detailed process documentation, including flowcharts, process maps, and operational procedures.
- Oversee the development, updating, and maintenance of standardized procurement tools, templates and procedures for the Procurement Services Branch and all GoA ministries.
- Ensure successful application of process improvement methodologies and change management practices to facilitate smooth transitions.
- Collaborate with technology partners to drive automation of key processes using Microsoft tools such as SharePoint, Power Apps, and Power Automate.
- Monitor the performance of newly implemented processes and systems, leveraging key performance indicators and statistical process control techniques.
- Ensure process changes are integrated into training materials.

Stakeholder Engagement and Consultation

- Serve as the central point of contact for client ministries, ensuring consistent application of training and process improvement initiatives.
- Collaborate with program leadership, stakeholders, and external partners to align strategies with organizational goals.
- Collaborate with Procurement Services Branch manager responsible for procurement systems to update tools, templates and processes following any procurement system enhancements.
- Facilitate focus groups, workshops, and advisory sessions to gather input, build consensus, and foster engagement across all levels.
- Communicate updates and changes to stakeholders, ensuring transparency and alignment with priorities.

Continuous Improvement and Innovation

- Drive a culture of continuous learning and improvement, integrating feedback and industry best practices into training and process initiatives.
- Promote innovation by researching and implementing emerging trends in learning, e-learning, and process improvement methodologies.
- Identify and mitigate risks associated with process and system changes, ensuring smooth implementation and long-term success.

Procurement Reporting Leadership

- Manage regular and ad hoc enterprise reporting processes (e.g., GoA Sole Source Disclosure, and Alberta-wide Trade Agreement), ensuring alignment with organizational and regulatory requirements.
- Establish protocols and timelines for consistent and timely reporting, providing guidance and support to staff throughout the process.
- Collaborate with internal stakeholders to address discrepancies and enhance the quality and efficiency of reporting workflows.
- Analyze reporting data to identify trends, gaps, or opportunities for process improvement and ensure alignment with organizational goals.

Team Leadership

- Provide leadership and guidance to support the team in achieving operational plan goals.
- Provide coaching on the best practices, tools, and techniques to build and maintain a collaborative, motivated and high-performance work unit.

Responsibilities (4-6 core results and 4-6 corresponding activities) What the job does and why the work is done.

- 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.
- Communicates strategic goals/objectives and visions clearly to team members and manages the team operational plan.
- Engage staff and supports a culture that encourages and implements continuous improvement and embraces innovation. Oversee the integration of training, reporting, and process improvement initiatives, ensuring seamless collaboration and synergy between the teams.
- Review and approve various reports and responses (e.g., Action Requests, Briefing Notes) prior to submission to the Director.
- Provide the team's consolidated input and recommendations relating to issues, opportunities, and challenges associated with unit and branch functions.
- Serve as Acting Director as needed.

PROBLEM SOLVING: Describe the types of problems the position routinely solves; the degree of originality of the solutions; and the assistance available – thinking environment and thinking challenge. The types of decisions and independence to make decisions. Direct or indirect impacts of decisions reflect the 'answerability' of the job for actions and outcomes, and the extent to which stakeholders are affected by job outputs

Typical problems solved:

- Navigate complex and ambiguous procurement challenges by collaborating with department business units and procurement staff, trade agreement specialists and legal advisors to develop practical, compliant solutions.
- Address unstructured problems through innovative approaches, driving agility and creativity while ensuring adherence to public sector procurement requirements, such as trade agreements and policies.
- Facilitate dialogue, negotiation, and compromise among diverse stakeholders to resolve conflicting priorities and align with organizational objectives.
- Ensure that the Training Program remains current and is delivered through multiple channels to address diverse learning needs and diverse audiences. Training is an integral part of the change management process that supports adoption of new or changed procurement processes.

Types of guidance available for problem solving:

Guidance is available from the Director and Executive Director, and existing GoA legislation, policy, trade agreements, and APC system capabilities. Support and guidance are also provided by professional knowledge and experience, peers, Procurement Services leadership team, and GoA's legal and risk management advisors. The Manager must be able to situate existing challenges within the context of the broader strategic priorities for procurement and quickly convene and facilitate stakeholders to test ideas and generate cohesive responses and solutions to issues and opportunities. Impacts to GoA ministries and the vendor community must also be considered to identify potential solutions.

Matters with potential for significant impact are referred to the Director and Executive Director. The Director and Executive Director also review briefings and recommendations destined for the executive level to ensure assumptions are valid and Ministry goals and objectives are appropriately reflected. When addressing complex issues the Manager is expected to participate in the generation and implementation of solutions.

Direct or Indirect Impacts of Decisions

The work of this position:

- influences the effectiveness of procurement strategies and compliance with trade agreements, legislation, and policies, ensuring transparency and accountability in public sector procurement.
- impacts the efficiency and success of procurement processes, directly affecting ministry operations, program delivery, and supplier relationships across the GoA through management of reporting functions and process optimization.
- shapes organizational learning and development across multiple ministries through the implementation of training programs and tools that build capacity and improve staff performance.
- affects stakeholder trust and collaboration by resolving procurement process and training challenges, balancing competing priorities, and maintaining alignment with organizational goals.

PROBLEM SOLVING: Describe the types of problems the position routinely solves; the degree of originality of the solutions; and the assistance available – thinking environment and thinking challenge. The types of decisions and independence to make decisions. Direct or indirect impacts of decisions reflect the ‘answerability’ of the job for actions and outcomes, and the extent to which stakeholders are affected by job outputs

KEY RELATIONSHIPS Major stakeholders and purpose of interactions

Internal

- Procurement Services Executive Director and Director - provide updates, and recommendations for branch priorities, plans, and operations; identify opportunities for alignment, share insights, and support the implementation of procurement initiatives.
- Procurement Services Managers - collaborate and integrate functions across teams; share information and insights; provide advice on team functions.
- Team staff - plan and manage team operations and budgets; address escalated issues and support complex issues resolution; coach staff and foster a positive work culture.
- GoA Departments - deliver the Training Program; engage ministry stakeholders to drive awareness, adoption, and alignment of the procurement training program and enhanced procurement practices.
- Legal, Trade, and Risk Management Advisors - consult to address procurement challenges, obtain guidance on compliance and methodologies, and exchange critical information.

External

- Other Public Sector Entities - offer advisory services and promote best practices in procurement and contract management to strengthen inter-organizational collaboration.

REQUIRED EDUCATION, EXPERIENCE AND TECHNICAL COMPETENCIES: Job-specific experience, technical competencies, certification and/or training. Add job-specific knowledge of legislation, programs and practical procedures or training.

Education and Experience

- Bachelor's degree in related field (e.g., Education, Business Administration, Organizational Development)
- Certifications in Change Management, Process Improvement (e.g., Lean Six Sigma), or Training and Development are preferred.
- Minimum 6 years of experience in training development, business process improvement, or related roles, with 3+ years in a leadership capacity.
- Proven expertise in procurement processes, training methodologies, and process improvement frameworks.

Technical Competencies, certification and/or training

- Understanding of the legislation, regulations, policies and processes governing the operations of procurement and contracting in the public sector, the division, the ministry and the GoA's vision, mission, goals, and strategies.
- Knowledge of and ability to apply principles of adult learning and training using modern strategies and design applications, including e-Learning, LMS.
- Excellent communication skills, both written and oral, with diverse stakeholders.
- Demonstrated ability to develop and maintain strong collaborative relationships within the ministry, across government and with external stakeholders.
- Demonstrated organizational skills and experience managing projects and programs, including the ability to manage multiple deadlines and priorities.
- Strong interpersonal skills and the ability to influence others to promote new ideas, build consensus, and motivate others to accept and apply new concepts.
- Strong research, planning and execution skills. Analytical and problem-solving skills, with experience in data-driven decision-making and performance measurement.

REQUIRED EDUCATION, EXPERIENCE AND TECHNICAL COMPETENCIES: Job-specific experience, technical competencies, certification and/or training. Add job-specific knowledge of legislation, programs and practical procedures or training.

- Ability to foster positive stakeholder relations with internal and external stakeholders and collaborate with staff in the department and other ministries, and problem solve when information is not supplied.
- Well-developed relationship management and collaboration skills.
- Ability to foster a culture of continuous improvement.
- Team leadership skills to ensure team members are equipped to succeed in a dynamic and complex environment.
- Financial acumen to manage operational and project budgets.
- Well-developed project management skills.
- High degree of proficiency with MS Office applications (Word, Excel, PowerPoint, SharePoint).

BEHAVIORAL COMPETENCIES (3-5) / APS Competencies – how they are demonstrated

Systems Thinking Level C: The Manager integrates trade agreements, government priorities, and emerging procurement trends into training strategies and procurement process optimization, ensuring alignment with organizational goals while addressing resistance and risks to drive progress.

Creative Problem Solving Level C: The Manager fosters collaboration by engaging stakeholders to identify root causes of procurement challenges, leveraging cross-departmental resources and facilitating open discussions to generate innovative solutions while mitigating risks.

Agility Level C: The Manager demonstrates agility by adapting strategies to evolving procurement requirements, responding swiftly to emerging challenges, and guiding the team through changes while maintaining alignment with organizational goals and compliance standards.

Develop Networks Level D: The Manager prioritizes building strong relationships across diverse stakeholder groups, ensuring their needs are heard and represented. By fostering collaboration with legal advisors, trade specialists, and departmental teams, the Manager develops impactful partnerships to drive procurement improvements and meet organizational goals.

BENCHMARKS/COMPARABLE POSITIONS: List comparable GOA benchmarks

[Alberta Public Service benchmark listings](#) | [Alberta.ca](#)

Manager, Program Development and Delivery:

Manager, Codes and Standards: