

Update

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (200 character maximum)

Current Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

 Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value**Changes Since Last Reviewed**

Date yyyy-mm-dd

Responsibilities Added:

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Manager of Mail and Logistics Services and supported by a business analyst, the Team Lead of Contracts and Service Development manages the contracts, vendor relationships and service development projects needed to satisfy the Government of Alberta's demand for mail and logistics services and continually modernize and improve these services.

The position oversees and sustains an interlinked array of eight service contracts supporting the mail and logistics needs of GoA customer ministries and the citizen services and programs they provide, including:

- the timely and reliable distribution of interdepartmental mail to nearly 300 locations in Edmonton daily, through contracted scheduled courier services;
- the regular distribution of interdepartmental mail to 96 communities across Alberta, through contracted provincial delivery services;
- the secure transport of cash, financial instruments and government data, through contracted armoured car services;
- the unscheduled and on-demand pick up and drop off of materials between government offices, through contracted on-call courier services; and
- the efficient and timely distribution of mail and other mailroom services in Calgary, Lethbridge, Red Deer and Grande Prairie, through contracted mailroom and distribution services.

The position develops, implements and maintains statistical information on mail and logistics services and associated performance measures and regularly monitors contracted and internal service levels. The position identifies service level concerns, formulates and proposes service improvement options for management, and works with vendors to implement improvement actions.

The position researches and identifies service improvement opportunities, compiles comprehensive evidence-based business cases for management, and leads projects to implement approved service improvement or re-engineering initiatives.

This position works closely with Mail and Logistics Services management, peers, administrative support staff, vendors and Service Alberta customers to plan, develop, coordinate and maintain an effective and efficient system of contracted services and performance monitoring. This sustains standardized, reliable, secure and preferred mail and logistics services helping GoA programs meet the needs of Albertans.

Responsibilities

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

1. The position manages a system of eight services contracts (20%), by:

- a. monitoring contract expiry dates and maintaining an up-to-date contracts refresh plan approved by the MLS manager.
- b. providing advance notification to the MLS manager and appropriate team leads concerning planned contract refresh activities.
- c. initiating and planning contract refresh projects, and providing advice concerning project teams, stakeholders, procurement processes, and contract refresh options.
- d. leading, coordinating and documenting all contract refresh project activities to conclusion in accordance with GoA policy and regulations, and using processes, templates and resources as mandated by Service Alberta.
- e. seeking and addressing service gaps, streamlining opportunities or improved coordination within and between contracts and internally provided mail and logistics services.

End result: A current system of integrated contracts is in place providing standardized, reliable, secure and preferred mail and logistics services which meet GoA ministry program business requirements.

2. The position leads the development of mail and logistics services contracts which provide best-value solutions while minimizing risk to the GoA (20%), by:

- a. researching and analyzing mail and logistics solutions in other similar jurisdictions.
- b. maintaining and reviewing documentation from past contract development and performance mitigation activities.
- c. keeping current on GoA procurement legislation, policies, directives, regulations, processes and procedures, and ensuring they are adhered to over the life of MLS contracts.
- d. leading the development, review, evaluation and posting of government tenders for mail and logistics services using appropriate methodologies and in accordance with GoA procurement legislation, policies, and established procedures and tools.
- e. notifying management immediately of any breaches of GoA procurement policy and providing options to address such breaches.
- f. identifying potential procurement or contracting risks, engaging MLS stakeholders and GoA legal, procurement (including the Contracting Centre of Excellence), human resources and financial professionals and building a risk mitigation strategy for each MLS contract.
- g. synthesizing financial, operational, legal and marketplace information to develop best-value business solutions, contract terms and service levels.
- h. including clear, measurable, actionable and well understood service levels and performance associated metrics and consequences for missing service level targets in every MLS contract.
- i. seeking and addressing service gaps, streamlining opportunities and improved coordination within and between contracts and internally provided mail and logistics services.

End result: MLS contracts are effective, efficient, and minimize the GoA's financial, legal and reputational risks.

3. The position monitors and addresses vendor and associated performance (10%), by:

- a. developing, establishing and maintaining contracted and internal service levels and associated performance metrics, including standardized statistical measurements for MLS activities as directed by the MLS manager.
- b. obtaining, analyzing, and reporting regular service level and performance reporting from contracted vendors in accordance with agreed schedules and formats.
- c. where performance or service level standards are not being met: notifying management and vendors, developing mitigation strategies, and coordinating and facilitating the implementation of approved mitigation strategies.
- d. developing and implementing customer satisfaction surveys, establishing satisfaction or other qualitative goals, analyzing the resulting data, proposing actions to address unsatisfactory data, and initiating and leading projects to implement approved actions.
- e. regularly communicating service levels, standards and performance to vendors and ministry customers.

End result: MLS vendors and employees consistently meet or exceed customer service expectations.

4. The position leads MLS service improvement and alignment opportunities (20%), by:

- a. proactively seeking and assessing innovative solutions to mail and logistics business requirements.
- b. regularly analyzing and trending the volume and nature of mail and logistics activities both for MLS and the overall marketplace.
- c. regularly consulting with customer ministries, MLS vendors, industry leaders, and Service Alberta management.
- d. leading the development of evidence-based business cases which include financial cost-benefit analyses, risk analyses, identified alignments with organizational goals and outcomes, operational impacts, multiple options assessments, and improvement recommendations supported by the business case.
- e. championing improvement recommendations to peers and multiple levels of management and responding

professionally to feedback.

f. initiating and leading projects to implement approved service improvement initiatives.

End result: GoA ministries and programs are supported by modern, standardized, effective and efficient mail and logistics services.

5. The position manages MLS service contracting and operational improvement projects (20%), by:

- a. establishing, maintaining and promoting SharePoint and other online resources to document and collaborate on MLS improvement and contracting projects.
- b. developing and maintaining project plans, project management plans, and project document repositories, in consultation with MLS management, customer ministries, vendors and other stakeholders, and in accordance with GoA policy and Project Management Institute (PMI) endorsed best practices.
- c. developing, establishing and enforcing project change management rules and processes to properly track, design, implement and document change requirements resulting from emerging issues or changed priorities.
- d. facilitating meetings, task assignments, vendor activities and project communications supporting the planning and execution of MLS projects.
- e. identifying and prioritizing emerging issues which put project goals at risk, proposing appropriate responses to management, and then leading the execution of approved responses.

End result: MLS projects are well documented, effectively planned, and successfully executed in accordance with current PMI endorsed best practices and GoA policy and guidelines.

6. The position supervises a business analyst position supporting the Contracting and Service Development role (10%), by:

- a. leading performance excellence activities in accordance with Service Alberta policies, guidelines and tools in support of the reporting employee's duties and career development.
- b. promoting and supporting career development and learning opportunities which strengthen the reporting employee's capacity to contribute to the Contracting and Service Development roles and the GoA.
- c. delegating and supervising tasks supporting the proper planning, execution and documentation of contract management, project management, service improvement and service development activities.
- d. Providing performance excellence leadership and quickly addressing emerging human resources issues in accordance with Service Alberta policies.
- e. modeling the values of the Alberta Public Service (Respect, Accountability, Integrity, Excellence) and promoting the APS values in the reporting employee, peers and other APS employees.
- f. leading activities which ensure the reporting employee is properly compensated and has the tools and materials needed to fulfill responsibilities and duties.

End result: The employee reporting to this position is able to effectively fulfill responsibilities and carry out duties, enjoys a positive work experience, and builds a rewarding career in the Alberta Public Service.

Problem Solving

Typical problems solved:

Reporting to a Manager, this position:

- regularly works to find consensus between a wide array of stakeholders and competing interests related to MLS contracts and service improvement initiatives to meet the goals of the Central Logistics branch, Service Alberta and the GoA.
- recognizes and responds quickly to emerging issues, changes in service demands and rapidly shifting priorities to maintain a strong alignment between service standards and the business requirements of customer ministries.
- leads the development, promotion and implementation of mail and logistics business strategies and service re-engineering which positively impacts the ability of all GoA ministries and many agencies, boards and commissions

to effectively deliver their programs and services to Albertans.

- is relied on to confirm the GoA is receiving the best value and is exposed to a minimum risk for mail and logistics contracts and services valued at \$2.4 million annually.
- leads the monitoring, development and implementation of policies, processes, standards, service levels and metrics impacting the smooth handling of an annual volume of more than 16 million pieces of mail and packages moving between 88 Alberta communities and nearly 300 government offices in Edmonton.
- establishes procedures and standards for the effective collection and analysis of program metrics and measures.
- develops and maintains effective working relationships with eight or more vendors, industry professionals, dozens of customer ministry business leaders, shared services contacts (such as HR, corporate IT, Finance), MLS and Print Services peers, and multiple levels of leadership in the GoA.

Types of guidance available for problem solving:

Team Leads, vendors, manager/director.

Direct or indirect impacts of decisions:

procurement guidelines not followed can lead to issues with contracts or legal. ensures best value for GoA with contracting activities. projects would not be completed without the project management.

Key Relationships

Major stakeholders and purpose of interactions:

The position:

- has periodic contact with the Executive Director of Central Logistics and the Director of Mail and Print to explain business cases, provide project status information, and advise on emerging issues related to mail and logistics services.
- has daily contact with the Manager of Mail and Logistics Services to provide advice, recommendations and to receive direction.
- consults regularly with virtually all GoA ministries in support of developing contracts and improving services.
- liaises with industry professionals and the vendor community to maintain modern, effective and efficient mail and logistics services.
- provides daily direction and support to the reporting employee.
- consults regularly with peers and key subject matter experts in MLS and Service Alberta to address operational, legal, financial and human resources requirements related to contracting and improvement of mail and logistics services.
- presents information and defends business strategies in front of the management and executive teams of Service Alberta and its customer ministries.

Required Education, Experience and Technical Competencies

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

If other, specify:

specific degree not required.

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

The Team Lead of Contracts and Service Development requires sound knowledge and experience of contracting practices, a strong competency in systems and strategic thinking, and the ability to effectively lead diverse groups towards common goals. The primary knowledge, skills and experience required are:

- excellent written and oral communications abilities, including presentation skills, so communications are articulate, clear, and positive with a tone appropriate for varying audiences.
- excellent analytical, data interpretation and problem solving skills.

- the ability to identify and establish goals independently, anticipate shifting priorities and design appropriate business strategies in response.
- the ability to function under pressure on several projects at once and within very constrained timeframes.
- a strong knowledge of and two years experience in contracting and procurement methodologies and best practices in a large and complex organization.
- a sound knowledge and understanding of inter-jurisdictional agreements such as the Agreement on Internal Trade (AIT), specifically the procurement provisions as they relate to the purchase of goods in order to meet AIT reporting requirements
- excellent negotiating and consultation skills and associated experience.
- a sound knowledge of basic accounting, budgeting and auditing processes, controls and practices, and knowledge and experience with the type of financial analysis needed for business cases, including net present value analyses, rate of return calculations, and cost-benefit analyses.
- excellent project management knowledge and skills, with two years experience in successfully leading cross-organizational projects.
- a well-developed knowledge of process development and re-engineering, change management, and systems development methodologies.
- a sound ability to interpret legislation, business plans, regulations and government communications to maintain alignment between mail and logistics services and organizational priorities, and to recognize and address potential political issues.
- a strong knowledge of government policies, procedures and processes relating to administrative support services including records management, budgeting and forecasting, and human resources.
- strong Microsoft Office Suite skills and experience: Word, Excel, PowerPoint, Visio, Project, and SharePoint.
- a sound understanding of employee supervision and human resource best practices (some experience is preferred).
- University graduation in a related field plus 2 years progressively responsible related experience; or equivalent as described below is required for this position.

Equivalency: Directly related education or experience considered on the basis of:

- 1 year of education for 1 year of experience; or
- 1 year of experience for 1 year of education.

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		
Agility	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> • Identifies alternative approaches and supports others to do the same • Proactively explains impact of changes • Anticipates and mitigates emotions of others • Anticipates obstacles and stays focused on goals • Makes decisions and 	<p>- consensus building, change management, vendor transitions, general project group formation.</p>

		takes action in uncertain situations and creates a backup plan	
Systems Thinking	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Considers inter-relationships and emerging trends to attain goals:</p> <ul style="list-style-type: none"> • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences 	- consensus building, business development and planning, general project group formation.
Drive for Results	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations 	- project management, contract management and development, business development.
Build Collaborative Environments	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Collaborates across functional areas and proactively addresses conflict:</p> <ul style="list-style-type: none"> • Encourages broad thinking on projects, and works to eliminate barriers to progress • Facilitates communication and collaboration • Anticipates and reduces conflict at the outset • Credits others and gets talent recognized • Promotes collaboration and commitment 	- business development, contract development, project management.
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 	contract management, project management, business development.

