

Position Description – Senior Contract Manager (Employment Services)

Position Description

Position title	Senior Contract Manager (Ottawa)
Location	Remote with Regional Travel
Reports to	Director, Operations
Direct reports	N/A
External Partners	Service Provider Network (SPN), Ministry Departments, Corporate Services
Travel requirements	Various locations around Canada as needed

Position purpose

Reporting to the Director, Operations, the Senior Contract Manager will manage high profile Service Provider and/ or external relationships and ensure the health of the catchment performance through the organisations with highest market share. The role takes a lead position in Operations to drive performance focused activity to identify risks and opportunities, and influence change and improvement. The Senior Contract Manager will also manage key relationships to ensure that services are delivered consistent with the service delivery model and policies and desired outcomes are achieved.

Success measures

Customer/Community Partner satisfaction	<ul style="list-style-type: none"> • Good relationships with key collaborators, including the relevant Ministry department • Respond to any complaints associated with the delivery of services in accordance with the WCG complaints procedure • Satisfactory responses to customer complaints
Financial Performance	<ul style="list-style-type: none"> • Revenue and Net Profit, before Corporate Costs, v Budget • Achieve monthly financial targets
People & Team	<ul style="list-style-type: none"> • Always adhere to the WCG Code of Conduct and WCG Privacy Policy • Always uphold WCG values
Operational Performance	<ul style="list-style-type: none"> • Contractual KPI requirements achieved - placements & outcomes • Quarterly Contract reports submitted accurately and on time • Prepare and present information to the Ministry when requested • Listen to feedback provided and act on areas for improvement
Quality	<ul style="list-style-type: none"> • Work within the quality management framework for the business unit and adhere to all WCG policies and procedures and contractual requirements • Changes in the regulatory and policy environment effectively monitored and reported • Risk Register prepared and maintained up to date, covering operational and strategic risks for the Business Unit
Compliance	<ul style="list-style-type: none"> • Oversee the management of compliance at site, regional or business unit level
Professional Development	<ul style="list-style-type: none"> • Participate in industry forums/committees • Complete annual professional development

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	<ul style="list-style-type: none"> • Ensure all compulsory training is completed within timeframes
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Core responsibilities

Contract Management & Performance	<ul style="list-style-type: none"> • Direct Contract Management of a reduced number of Service Providers with higher market share • Support Contract Management team with high level strategic discussions with Service Providers, and offer capacity building and coaching to Contract Managers • Support Contract Managers with Service Provider dispute resolution processes • Actively participate in the Performance Management Framework process, encouraging high quality support to our Service Providers • Develop contracts for Contractors, conduct negotiations and audit performance to ensure contractual compliance. • Prepare and analyze reports and provide feedback and insights to the appropriate teams. • Provide expertise with regard to the contract, including identifying training needs in the network, and designing appropriate solutions.
Operations	<ul style="list-style-type: none"> • Contribute to continuous improvement efforts by supporting and assisting Contractors with efficiency and effectiveness initiatives. • Work to continually improve organizational systems and process to maximize program efficiency, effectiveness and productivity in support of enhanced client outcomes.
Compliance/Risk Management	<ul style="list-style-type: none"> • Review reporting and monitor performance and contractual compliance. • Utilise data to support the senior team to identify and mitigate performance, quality and compliance risks • Ensure Contractors are delivering on the key terms of the contract and report on compliance to flag material risks. • Communicate policy or contract changes and ensure partners/collaborators understand and implement updated requirements. • Manage legal and ethical issues as they arise
Staff Management	<ul style="list-style-type: none"> • Create a day-to-day environment of strong focus on team performance, ensuring effective coordination throughout the team • Training and mentoring of staff to ensure their performance exceeds minimum Key Performance Indicator (KPI) standards • Provide feedback and coaching to Contract Management team members and establish performance goals • Create and maintain a positive and professional team atmosphere
Partner Relationships	<ul style="list-style-type: none"> • Act as the internal contact and maintain key partner relationships • Manage relations with key partners on behalf of the organization • Act as an escalation point for the Service Provider Network, as part of supporting the Contract Management team

Capabilities and experience

- A post-secondary degree, or diploma in business or related discipline (or comprehensive and equivalent experience)
- Comprehensive Contract Management experience

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- Bilingualism (English and French), with the ability to communicate effectively (written and verbal) in both languages in a professional environment
- Advanced understanding of and experience managing government funded or public sector contracts
- Excellent organization, administrative and time management skills; ability to prioritize duties
- Highly motivated; ability to work independently, works well in a team environment with excellent interpersonal skills
- Proven ability to manage performance, including (addition):
 - Monitoring KPIs
 - Leading performance improvement processes and corrective action plans
 - Supporting risk mitigation and escalation processes
- Strong analytical and problem-solving skills, with the ability to interpret data, identify trends, and provide evidence-based recommendations
- Strong accountability, professionalism, and ethical judgment
- Flexibility to travel and work across multiple locations as required to support service providers and operational needs; must possess a valid driver’s license and have reliable access to a vehicle
- Advanced MS Office skills
- Advanced negotiation skills and ability to develop strong partnerships
- Advanced communication and collaboration skills
- Must successfully pass a Criminal Record Check



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WCG is strengthened by diversity. We are committed to achieving a workplace that is equitable and representative of Canada’s diverse population. We actively work to attract, develop, and retain employees from diverse and equity-deserving backgrounds who have exceptional ability and the desire to make a difference. We continuously strive to support individual needs and differences in a work environment that is built on inclusivity and respect for everyone.

WCG is committed to providing an accessible, barrier free recruitment and selection process. If contacted for an employment opportunity, please advise us if you require accommodation in advance of any part of the recruitment and selection process.

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