



UBC Building Operations Opportunity Contract Manager

To apply to this position, [please visit the UBC Careers site here.](#)

Job Summary

The Contract Manager is responsible for managing both internal revenue generating contracts, and external (supplier) contracts for UBC Building Operations. This position is a contract management expert, and the single point of contact, providing excellent customer service and continuous improvement for internal and external contracts for Building Operations.

The position has oversight of the contract management process including document management, record keeping and monitoring of contract progress and completion. The successful incumbent is accountable for ensuring Contract Key Performance Indicators (KPIs) are achieved and maintained and will take initiative to ensure deliverables are achieved.

This position provides active leadership on campus in support of contract services and works in collaboration with the Financial Operations framework.

Organizational Status

Reporting to the Senior Manager of Fleet and Procurement Services. This role provides responsibility for the development of internal contracts and the management of contracts for and with Building Operations. The Contract Manager liaises with Finance, Financial Operations, Building Operations, and Campus Maintenance Service Contract customers external Vendors.

Work Performed

1. Manages process improvement initiatives related to contract management practices and internal revenue generating service contracts (contract drafting, evaluation, negotiation and execution).
2. Manages the contract development and administration of revenue generating service contracts between Building Operations and Ancillary Departments for the provision of facility maintenance services.
3. Manages the administration of contracts with vendors providing services to Building Operations. Works collaboratively with Financial Operations as a SME in the competitive bidding processes, including requirements definition, evaluation of proposals and negotiations.
4. Develops specifications with System Owners and negotiates external maintenance service contracts as requested by the Trades Director. Engage relevant stakeholders in negotiation decisions involving legal or regulatory requirements, contract standards and cost targets.
5. Prepares Scope of Work (SOW), including specifications, KPIs and terms of reference for contract documents and coordinates with Financial Operations for tender development, strategic sourcing and other relevant procurement activities. 6. Manages contract in/out strategies, approvals and negotiations.



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7. Responsible for the contract, payment arrangements, change orders and completion requirements as needed. Prepares budgets, ensures financial control is adhered to and negotiation of change orders.
8. Facilitates the review and quality assurance of work performed by consultants and contractors.
9. Resolves contract disputes and works with the University's Financial Operations department on legal action if necessary.
10. Leads and manages Service Level Agreements with internal departments and external suppliers. 12. Serve as the point of contact for customers on contractual matters. Act as contractual "middleman" between Building Operations and customers, ensuring timely review and approval / reconciliation of variations. On all contracts, provide recommendations and negotiate directly with customer until consensus has been reached
11. Maintain contractual records and documentation such as receipt and control of all contract correspondence, customer contact information sheets, contractual changes, status reports and other documents for all projects
12. Develop and implement procedures for contract management and administration in compliance with UBC Finance Operations. As appropriate, contribute to improve policies and p[rocedures
13. As needed, provide guidance on contract matters to System Owners, Heads / Sub Heads, Project Coordinators or other operational staff, including training to new employees in contracting practices and procedures
14. Monitor compliance for internal and external contracts with established procedures. Identify areas of recurrent pressure
15. Work with Risk Management and Finance to coordinate contractual insurance requirements
16. Work with Finance to ensure adherence to broader finance and risk requirements such as revenue recognition, pricing and discounting policies, export controls etc. May include 'financial engineering' and understanding / evaluating economic impact of terms and term options.
17. Monitors and assess internal controls related to accounting and financial reporting systems to mitigate any fraud or financial loss to the University. Aligning with UBC policies and compliance requirements.
18. Support Maintenance Service Level development to ensure internal Service Contracts are offered with appropriate, competitive terms and conditions
19. Monitor competitive terms. Monitor customer satisfaction with our Service Contract terms and conditions and contracting practices. Recommend changes.
20. Conduct contract strategy meetings to identify issues and client requirements, facilitate pricing discussions, and obtain senior management input on timelines and deliverables.
21. Ensure that signed contracts are communicated to all relevant parties to provide contract visibility and awareness, interpretation to support implementation.
22. Establish regular communications and appropriate visibility into the delivery of commitments.



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23. Handle on-going issue and change management
24. Monitor transaction compliance (milestones, deliverables, invoicing etc.)
25. Oversee Service Level Agreement Compliance
26. Ensure contract close-out, extension or renewal.
27. Ensuring all policies and procedures are documented and updated on a regular basis; communicating changes to the campus community.
28. Metrics and analytics - Creates a set of executive, managerial and operational metrics that define performance of the business, opportunities, and progress to goals.
29. Develop reports and other analysis tools to minimize errors and identify potential issues; investigating and resolving issues.
30. Develop and build relationships with external partners with the purpose to collaborate on operational performance.
31. Participating in the reengineering of business processes; providing leadership and direction in establishing innovative as well as best practices to improve and streamline the quality, efficiency and effectiveness of business processes while maintaining high levels of financial controls and accountability for Contract services.
32. Develops a repository for contracts and proposals and ensures they are stored in a way that stakeholders can easily access them.
33. Develop standards for contracts, including presentation of budget, payment terms, general language and provisions.
34. Performs other related duties as required.

Supervision Received

Works autonomously under broad directives received from the Fleet Strategy and Procurement Services Manager. Performance subject to periodic review for soundness of judgement, leadership, overall effectiveness and attainment of objectives.

Supervision Given

This position provides leadership and expertise in the contexts of contract management to Management & Professional and Unionized staff. The Contract Services Manager will lead cross functional teams of stakeholders when developing and closing contracts



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Qualifications

University degree in a relevant discipline. Preferred degree in Contract Management, Business, Accounting, Finance, Management Information Systems, Supply Management, Professional Management or related field. Minimum of 4 years of related experience or the equivalent combination of education and experience. A minimum of 4 years of experience or the equivalent combination of education and experience.

Relevant experience includes managerial experience in contract management, supply chain management, or similar high volume operation.

Equity and diversity are essential to academic excellence. An open and diverse community fosters the inclusion of voices that have been underrepresented or discouraged. We encourage applications from members of groups that have been marginalized on any grounds enumerated under the B.C. Human Rights Code, including sex, sexual orientation, gender identity or expression, racialization, disability, political belief, religion, marital or family status, age, and/or status as a First Nation, Metis, Inuit, or Indigenous person.

All qualified candidates are encouraged to apply; however Canadians and permanent residents will be given priority.