



Job Posting

Position: Director, Sourcing and Contract Management
Department: Operations
Reports to: Vice President, Operations
Location: Downtown Toronto
Status: Permanent full time
Posting # 209

Plexxus provides leading edge business support solutions to Ontario's health care sector. It is owned by 12 member hospitals: Bloorview Kids Rehab, Lakeridge Health, Mount Sinai, North York General, Rouge Valley Health System, St. Joseph's Health Centre, The Scarborough Hospital, Sunnybrook, Toronto East General, Toronto Rehab, University Health Network, and Women's College Hospital.

Plexxus is a not-for-profit shared service organization with a mandate to provide supply chain as well as transactional finance, human resources and payroll services to member healthcare organizations. The objectives of Plexxus are to improve service levels and maximize non-clinical efficiencies, resulting in savings for members that can be reinvested in direct patient care. Plexxus embodies values that reflect a commitment to excellence. These include: A focus on results while delivering value, acting with integrity and respect, inspiring our people, being flexible and responsive, and finding innovative solutions for our customers.

Reporting to the Vice President, Operations this position is responsible for leading and managing sourcing, contract management and product support activities at 5 member hospitals.

Accountabilities:

- Sourcing:
 - develop and implement sourcing strategies for a portfolio of products and services. (Capital, Medical/Surgical, Facilities, Labs, Services)
 - create value for the member hospitals by leveraging hospital spend, ensuring that clinical and services needs are met
 - assure sourcing exercises are conducted within required policies, guidelines and standards
- Contract Management:
 - ensure accurate, current and reliable information within the contracts database
 - ensure the pipeline of expiring contracts have associated action plans and that customers are engaged in and aligned with the process
 - ensure # of expired contracts is kept at or below target
- Relationship Management - develop and maintain excellent communication and relationships with key in-hospital customer groups as well as key internal and external resources

- Supplier Relationship Management

- ensure coordination/synchronization of supplier relationships with fellow Plexxus Sourcing and Contract Management Directors monitor and evaluate overall supplier performance and establish communication and relationships with key suppliers
- As a Subject Matter Expert on procurement policies and procedures, provide advice and guidance to clients and employees. Participate/lead in designated industry forums or initiatives
- Performance
 - Develop and monitor Key Performance Indicators to ensure service levels are met to assure achievement of business goals
 - take action to correct where required through identification of root causes and development of performance improvement plans
- Business Planning
 - manage the development of departmental business plans, including clear and measurable business objectives aligned with the corporate business plan
 - ensure communication and comprehension of the plan amongst departmental staff
 - Identify opportunities to generate price and/or process savings
- Budget & Resource Management
 - based on business plans develop and execute within budget targets and manage resources to ensure business objectives are achieved
 - develop and implement opportunities for savings while ensuring appropriate staffing levels to deliver customer service
- Partner with Strategic Sourcing and Purchasing functions to ensure consistent processes and communications
- Team Management and Development
 - active involvement in attracting, motivating and retaining team members, including identification of development plans and appropriate training
 - role model effective customer relationship, coach and mentor team members to demonstrate the same
 - implement mechanisms and forums for team sharing, identification and cross department implementation of best practices, common processes and benchmarking of performance
- Develop solid working relationships with other Plexxus departments (e.g. Logistics, Finance, Data Management, IT, HR)
- As Plexxus implements SAP across its member hospitals, play a key leadership role in implementation and team readiness for transitioning

Required Experience:

- 10-15 years of practical business experience in complex/challenging environments, leading purchasing and sourcing with a commitment to providing a high level of customer service
- Experience in process improvement, including development and implementation
- Ability to work in a complex and matrixed environment with multiple stakeholders with diverse priorities
- Proven relationship building/relationship management skills with a strong commitment to customer service
- Strong talent management leadership, committed to developing individuals and teams
- Strong analytical, problem solving, organizational, and both oral and written communication skills
- Knowledge of the healthcare industry especially in the hospital acute care sector an asset
- Ability to lead cross-functional teams in achieving business objectives
- Ability to assess criticality of issues and make appropriate decisions on escalation
- Dynamic and fact-driven with the flexibility to change approach as the need arises

- Experience working in shared services organizations or broader public sector an asset
- Experience working in an SAP environment an asset

Education:

- Bachelor's degree in a relevant field
- PMAC or supply chain management designation

How to apply: All interested candidates may send a resume and cover letter to Mimi Hancock, Plexxus Human Resources at: mimi.hancock@plexxus.ca. While Plexxus thanks all applicants, we advise only those who qualify for an interview will be contacted. At Plexxus, we are committed to diversity and equitable opportunity for all individuals.

Posting Date: July 23/10

Closing Date: August 6/10