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<b>Job Posting #</b>	1007
<b>Title:</b>	Business Development and Relationship Specialist
<b>Classification:</b>	Professional
<b>Employment Duration:</b>	Contract/Secondment, Full-Time
<b>Salary Range:</b>	\$81,089- \$101,400
<b>Location:</b>	Toronto, ON

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Within the Shared Services Program (SSP) at the Ontario Association of Children's Aid Societies (OACAS), the **Business Development and Relationship Specialist**, will be a key part of the team that manages two shared services: Group Purchasing and Contract Management (GPCM) and the Vendor Discount Program (VDP). The role's main responsibility will be to support sector engagement with the service, effectively manage relationships, provide excellent customer service and further develop the services to meet sector needs and a measurable return on investment on behalf of the funder.

Primary deliverables for the role are to:

- Manage the relationship and be the ambassador/ primary contact for child welfare organizations engaging with GPCM and VDP and all relevant stakeholders (i.e. MCCSS, third party providers etc....)
- Pursue, present, and implement opportunities to grow the services (both in scope and number of participants/engagements) to realize economies of scale benefits for the sector writ large.
- Support relevant data collection, conduct analysis and lead reporting initiatives.
- Provide excellent customer service and relationship management to participants and stakeholders, including issue management, education and training on the services and related systems and communication.
- Advise and support agencies, and the Association as required, around standard public sector business processes such as procurement, contracts and Broader Public Sector trade agreements/directives.

Reporting to the *Interim Director, SSP, Service and Learning or designate*, this role will be required to establish an excellent rapport with key stakeholders and support the day to day operations of both programs. The incumbent will be expected to look for opportunities to collaborate and develop these and any related programs and effectively communicate within, and across, departments, agencies and stakeholders.

### **Duties and Responsibilities**

Relationship Building and Member Support:

- Acts as the primary contact for the two SSP services: GPCM and VDP for the sector, funder, and key stakeholders such as third-party providers
- Responsible for onboarding new agencies to the GPCM and VDP programs.
- Leads communication initiatives to agencies and other stakeholders to cultivate an understanding of the programs to support engagement and utilization.
- Updates education materials (PPTs, tip sheets etc..) as required to reflect any changes/quality improvement initiatives for the services.

- Develops, fosters and manages successful, long-term business relationships and ongoing process improvements with key stakeholders such as the funder, agencies, third party providers.

#### Business Development:

- Leads business development initiatives to augment service and to increase the reach of GPCM and VDP in the child welfare sector.
- Able to think and work creatively to identify and operationalize opportunities to support the growth of both programs.
- Develops, implements and manages the contracts related to the services. Provide project management and change management leadership for both services.
- Identifies opportunities for operational and process improvement.
- Stays current on trends impacting the public sector at large to accurately advise participants and to accurately reflect the child welfare/public sector landscape to stakeholders, the funder and third-party providers.
- Participates in discussions, problem solving and priority-setting within OACAS and across stakeholder groups to address and meet the requirements of the child welfare sector.

#### Analytical/Reporting:

- Responsible for handling data from diverse sources and able to effectively roll up and communicate data for accessible reporting.
- Responsible for regular, on time reporting to funders and the sector participants using established methodologies and templates to reflect engagement and return on investment.
- Prepares and sends monthly invoices for the VDP program to the OACAS finance department.

#### Other duties:

- Perform other duties as assigned which may include supporting the development of other services.

### Qualifications

#### Education & Experience:

- Post-secondary education in business administration or other related discipline;
- Minimum of 5 years' progressive experience within business development, relationship management, contract management and/or procurement practices in the Child Welfare Sector; OR
- Equivalent combination of education and experience to successfully perform the essential duties of the job

#### Knowledge and Skills:

**Quality Service Orientation:** Seeks information about the real underlying needs of stakeholders beyond those expressed initially. Able to manage a high volume of work in a fast-paced environment with multiple priorities and deadlines.

**Analytical Thinking:** Makes plans and analyses. Uses analytical techniques to break apart complex problems into component parts, identifies multiple solutions and weighs the value of each. Uses judgment to interpret and assess information, determine significance and relevance, identify implications, and recommend how, to whom and in what format it should be distributed.

**Relationship Building:** Creates opportunities to initiate relationships. Identifies significant opportunities for contribution, identifies key contacts in target organizations and finds ways to make personal connections. Nurtures the relationship over time to build rapport and trust and develop a basis for future interactions.

**Strong Communicator:** Interpersonal, presentation, communication, and stakeholder relationship management skills to engage others, build consensus and resolve issues.

**Authentic Engager:** Strong interpersonal, collaboration and relationship management skills to interact effectively and build and nurture effective working relationships with internal colleagues, member agencies, partners and stakeholders. Ability to establish a professional rapport with agency staff to collect the required data, understand local processes and work together to identify cost reduction opportunities.

**Creative Mindset:** Strong consulting and problem-solving skills to provide expert assistance, advice and guidance. An appreciation for critical elements of change management and project management to support the work of the GPCM and VDP services in onboarding agencies to the new shared services.

**Strategic Thinker:** To identify issues and analyze their impact on member agencies, partners, stakeholders and OACAS, to identify options to address issues and recommend solutions. Working knowledge of “procure to pay” management processes including competitive bidding, contract management and management of a variety of vendors and service providers.

**Commitment to Continuous Learning:** Stays current in a demanding and changing business environment with new approaches, tools, methods and/or technologies that may impact the business. Quickly assimilates and understands a constant stream of new information.

**Computer Literacy:** Proficient computer skills with advanced skills on MS Office applications including Excel.

**Assets:**

- Bilingual English/French
- Knowledge of banking/ credit card processes

**APPLY ONLINE at:**

[https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=5504a194-52e8-4f07-ae3b-2acc61f702f0&ccId=19000101\\_000001&lang=en\\_CA](https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=5504a194-52e8-4f07-ae3b-2acc61f702f0&ccId=19000101_000001&lang=en_CA)

**By May 27, 2022.**

*We thank all candidates for their interest; however only those considered for an interview will be contacted.*

*OACAS is committed to building a diverse workforce representative of the communities we serve. We encourage and are pleased to consider applications from all qualified candidates, without regard to race, colour, citizenship, religion, sex, marital / family status, sexual orientation, gender identity, aboriginal status, age or disability.*

*Accommodation at OACAS*

*We are committed to a selection process and work environment that is inclusive and barrier free. Accommodation will be provided in accordance with the Ontario Human Rights Code. Applicants are required to make any accommodation requests for the application, interview or selection process known in advance by contacting the Human Resources Department at 416 987-7725. Human Resources will work together with the hiring committee to arrange reasonable and appropriate accommodation for the interview or selection process which will enable you to be assessed in a fair and equitable manner.*