Manager of Transformation

Department	Technology
Position Summary	Reporting to the Director of Technology, the Manager of Transformation activates and enables organizational change through digital technology and business transformation programs for APEGS. The position transforms digitization challenges into future-focused solutions through true innovation. The position develops and implements strategies to optimize business processes and manages transformation projects to implement automated solutions. The role focuses on an agile approach to implementing quality IT automation services, managing technology adoption risks, improving the efficiency of processes, and tracking the digital experience satisfaction index for both internal/external users. Success in the role is predicated on an ability to scale and apply leading practice in digital and business transformation in a manner that aligns with the organization's regulatory roles and responsibilities and is scaled to the size and complexity of the organization.

Key Accountabilities

- Shape the digital transformation of APEGS while maintaining a clear view of the overall technical solutions roadmap and individual business function circumstances.
- Initiate and see through groundbreaking projects to their completion by applying agile methods and modern approaches within the scope of strategic IT implementation for APEGS, and by actively steering the relevant modules.
- Evaluate, recommend, and implement technology solutions to support transformation initiatives, including software applications, tools, and systems.
- Utilize data-driven insights to make informed decisions, monitor progress, and measure the success of transformation efforts.
- Implement and maintain a Business Process Management Program and a Digital Transformation Program aimed at improving capability and efficiency in line with future state regulatory standards.
- As a Scrum Master, facilitate project teams to enforce the agile methodology; coach, consult, mediate, and help team members and stakeholders reflect on their processes and progress.
- Identify potential risks and obstacles to transformation success, develop mitigation strategies, and adapt risk management plans as needed.

Transformational Change

- In consultation with the leadership and management team of APEGS, promote a culture of change awareness across the organization and ensure employees are equipped to adapt to new processes and technologies.
- Actively contribute to successful change outcomes by designing business process and IT solutions that demonstrate care and attention to adoption, practical usage, and needs related to the people side of change.
- Develop and deliver specific programs focused on employee awareness, early-adoption, and skill development, in alignment with the business and technology transformational plans and initiatives.

Program Management

- Plan and oversee the execution of transformation projects, including setting goals, defining project scopes, allocating resources, and managing timelines across multiple projects.
- Apply agile and lean concepts that result in project execution, and iterative learning processes to yield the needed business and technology outcomes.
- Develop and leverage the project charter, business case, schedule, essential resources, work breakdown structure, budget, etc.,
- Orchestrate complex agendas, align senior leadership expectations, prioritizing activities and working with other departments/vendors to get things done.
- Foster a culture of continuous organizational process improvement through:
  o Defining value proposition for projects and creating value stream mapping for process areas.
  o Reviewing and updating policies and standards to ensure they remain relevant in the face of evolving threats and changing business needs.
  o Establishing mechanisms for continuous improvement, including regular assessments, feedback loops, and adjustments to the cultural transformation roadmap to reach the desired state and future strategic goals of the organization.

Business Process Management (BPM) Program

- Analyze existing business processes, identify areas for improvement, and implement changes to streamline operations and increase efficiency.
- Serve as a strategic thought partner, change agent, and trusted advisor to advance and optimize APEGS' end-to-end business processes, capabilities, and performance by;
  o Applying BPM approach to deliver consistent, core capabilities balanced with flexibility to support value-added process.
  o Assessing, identifying, designing, developing and/or purchasing and implementing relevant buy-or-build technology solutions.
- Lead the design and implementation of re-engineered business practices for strategic transformation programs.

Digital Transformation Program

- Work in consultation and partnership with internal colleagues and business stakeholders to shift mindsets, shape agendas, and create value through digital transformation programs.
- Focus on key digital subject matter by digging deep into business processes to gain insight and reimagine business models—that will enable departments to adopt effective, efficient, and modernized regulatory practices aimed at accelerating the organization towards the digital future.
- Redesign technology functions to improve flexibility, efficiency, and ultimately enable Business–IT alignment.
- In consultation with the leadership and management team of APEGS, develop surveys or other methods for gathering data, developing stakeholder maps, and supporting administrative aspects of transformation initiatives.

Operations

- Develop effective working relationships with service providers, stakeholders, subject matter experts to maximize collaboration opportunities and partnerships.
- Recommend budgets, with supporting program plans, and manage the program in accordance with the approved budget.
- Provide direct people leadership to any direct reports: Onboarding, orientation, training and performance management, goal setting, employee relations, and safety.
- Actively participate in strategic and operational planning processes, as part of the management team. Apply outcomes of APEGS planning and prioritizing exercises to guide the Technology Department's focus and priorities.
- In consultation with the Executive Director and Registrar, fill in for the Director of Technology, including, but not limited to, resolving pressing issues or needed decisions, taking the lead in managing team-related issues or meetings, and chairing the Technology Committee

Qualifications

Education and Experience
- Undergraduate or graduate degree, preferably in Business, Computer Science, or a combination of relevant post-secondary education and certifications
- 8+ years professional experience in progressively responsible positions with preference for the areas of Program Management, or as a Digital Transformation project manager or software development Agile Scrum Master
- Change management certification (e.g., Prosci) is an asset
- Project or Program management certification (e.g. PMP or PgMP) is an asset
- Proven success facilitating, guiding, and training business users and stakeholders through digital change and business processes modernization and automation
- Experience managing third party contracts and working with professional consultants
- Experience working in the regulatory or public oversight environment is an asset

Knowledge, Skills and Abilities
- Working knowledge of all the stages of successful IT development
- Knowledge and ability to put together complex business cases
- Effective communication, collaboration, facilitation, and influencing skills with ability to interface across functional departments at all levels of the organization
- Strong quantitative, analytical, and critical thinking skills with demonstrated use of data analysis and metrics to drive decision making and continuous improvement
- Proven ability to develop teams and educate and train others in new ways of doing business
- Advanced project management skills relative to: Planning, resourcing, budgeting, monitoring, and achieving project deliverables
- Advanced computer skills including demonstrated competence in Jira and other project management tools
- Ability to collaborate effectively to ensure a healthy and supportive work environment
- Proven ability to develop constructive working relationships with diverse groups of internal and external stakeholders, build trusted connections, and maintain effective relationships
- Model effective communication and interactions with internal and external contacts
- Demonstrate self-awareness, accountability, and personal capabilities
- Support progress and demonstrate adaptability and resilience in response to change or unfavorable situations