

MANAGER OF BUSINESS SUPPORT

Division	Operations
Department	Continuous Improvement & Transformation
Position Summary	This position, reporting to the Director of Continuous Improvement & Transformation, is responsible for developing and implementing business supports and systems aimed at applying consistent discipline and sound business practices to the operating framework of APEGS. The position will work closely with all departments and provide leadership in the provision of business process improvement, project management, organizational change management and data management. As a member of the leadership team, the Manager of Business Support will research, analyze and understand the business needs of APEGS to develop frameworks, policies, and processes aimed at achieving effective and efficient business operations.

Key Accountabilities and Duties

Business Analysis

- Lead the coordination of business analysis activities end-to-end for assigned initiatives, from discovery through to validation and handoff, including gathering end-user and business process requirements.
- Translate complex business requirements into detailed, actionable IT specifications and technical documentation that development and QA teams can execute against.
- Serve as a bridge between business stakeholders and technical teams, explaining requirements clearly to developers and QA, addressing questions, and ensuring alignment throughout the development lifecycle.
- Provide end-to-end support through implementation phases, proactively identifying requirement gaps, dependencies, technical risks, and potential conflicts before they impact delivery.

Business Practice Management

- Develop, implement, and maintain the APEGS project and program management frameworks and guidance (organizational approach, tools, templates), focused on enabling effective project management across APEGS
- Develop, implement, and maintain the APEGS organizational change management framework and guidance (approach, tools, templates), focused on enabling effective organizational change management practices across APEGS
- Develop enterprise systems (e.g. contract management system and records management system) for operation and maintenance by other areas of the organization. This may include development of policies and processes that ensure legal forms and corporate filings are being administered in a sound, secure manner that reflects compliance with applicable legislation.

- In consultation with the leadership team of APEGS, develop surveys or other methods for gathering data, developing stakeholder maps, and supporting administrative aspects of business process improvement and transformational initiatives.

Business Process Management (BPM) Program

- Analyze existing business processes, identify areas for improvement, and implement changes to streamline operations and increase efficiency.
 - Focus on key subject matter experts by digging deep into business processes to gain insight and reimagine business models that will enable efficient, and modernized regulatory and business practices
- 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;
 - Applying BPM approach to deliver consistent, core capabilities balanced with flexibility to support value-added process.
 - Assessing, identifying, designing, developing and/or acquiring and implementing relevant buy-or-build technology solutions.
- Work in consultation and partnership with internal colleagues and business stakeholders to shift mindsets, shape agendas, and create value through business improvement and transformation initiatives.
- Support continuous process improvement on current systems by gathering requirements, designing solutions, implementing, and deploying. This includes collaborating with departments to understand business requirements, documenting requirements, and translating them into actionable insights.
- Lead the design and implementation of business process improvement and system automation initiatives, including those that improve alignment across departments.
- Provide support in operational planning, execution, and reporting for key initiatives and projects, in alignment with the strategic planning framework.

Data Management

- Develop, implement, and maintain the APEGS data management frameworks for both internal documents and regulatory databases of members, focussing on effective and secure organization and protection of data and documents to enable effective decision-making and to mitigate organizational risks.
- Together with the Information Technology area, ensure data structure and architecture maintains accuracy, reliability, and integrity across platforms through data governance and quality assurance processes.
- Lead the delivery of BI and analytics solutions and the development of dashboards and reports to drive data-informed decision-making.

Operations

- Provide direct people leadership to any direct reports including administration (i.e., time sheets, leave requests, delegation and work management support), onboarding, orientation, training, performance management, employee relations and safety

- Provide leadership in cross functional cohesiveness of the management group through processes and collaboration methods that align with operational plans, priorities, and processes
- Actively participate in strategic and operational planning processes, as part of the leadership team.
- Apply the outcomes of APEGS planning and prioritizing exercises to guide focus and priorities, key performance metrics, and reporting for areas of responsibility
- Recommend business plans and budgets, and manage responsibilities in accordance with the approved budget
- In consultation with the COO and as required, fill in for the Department Director including resolving pressing issues, making needed decisions, or attending meetings on behalf of the Director

Qualifications

Education and Experience

- Undergraduate degree in computer science, engineering, information technology, business administration, or a related discipline is required.
- Minimum 5 years of related business analysis, business process improvement, project management, and/ or continuous improvement.
- Certification in process improvement, CBAP or PMP or related designation is preferred.
- Proven abilities and effectiveness in facilitating diverse groups through healthy debates and deliberations.
- Proven ability to train, support, and facilitate diverse, cross-functional teams is a significant asset.

Technical Knowledge, Skills and Abilities

- Knowledge and ability to put together complex business cases
- Advanced organizational change management knowledge and abilities to support the implementation of business process improvement and transformational initiatives and projects.
- A change management designation or certification is an asset.

Behavioral Knowledge, Skills and Abilities

- Proven ability to collaborate with others to ensure a healthy and supportive work environment
- Proven ability to apply sound judgement and make decisions reflective of facts, protocol, and applicable policy guidance, while also demonstrating regard for any unique, complex, or sensitive circumstances
- Skilled in building trusted connections and maintaining effective working relationships both internal and external to APEGS
- Models effective, forthright, and respectful communication and interactions with internal and external contacts, with a strong commitment to help others be successful
- Demonstrated business and financial management acumen
- Demonstrated self-awareness, accountability of self, and personal capacity

- Demonstrated ability to adapt, and apply resiliency in response to change or unfavorable situations