

MANAGER OF BUSINESS SUPPORT

Department	Governance and Strategy
Position Summary	This position, reporting to the Director of Governance and Strategy, is responsible for developing, implementing, maintaining and enhancing 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 legal support, contract management, and records management. As a member of the management team, the Manager of Business Support will research, analyze and understand the business needs of APEGS to develop legal frameworks, policies, and processes aimed at achieving effective and efficient business operations.

Key Accountabilities and Duties

Contract and Compliance Management

- Develop and maintain a contract management system and records management system for the organization. This includes implementation 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 management, draft, negotiate and assist in managing, evaluating and renewing corporate contracts.
- Develop and maintain effective working relationships with external legal counsel to ensure APEGS legal needs are being met.
- Create and maintain a system that ensures APEGS outsourcing, leasing, and procurement contracts are administered in a timely, compliant, and quality manner.
- Act in the capacity of APEGS' Privacy Officer, fulfilling the roles and responsibilities of the privacy officer in a manner that aligns with best practices and legislative requirements.
- Lead management of the organization's insurance policies by initiating regular reviews, annual negotiations, and research related to new or amended risk management options.
- Manage vendors within area of responsibility, including all procurement activities and office/building-related contracts, security systems, office furniture, and lease agreement.

Business Practice Management

- Conduct legislative research and case law analysis (either directly or through legal counsel) as a key step in APEGS' due diligence towards organizational decision-making.
- Develop, implement, and maintain the APEGS project management framework and guidance (organizational approach, tools, templates), focused on enabling effective project management across APEGS
- Develop, implement, and maintain the APEGS program management framework and guidance (organizational approach, tools, templates), focused on enabling effective program management across APEGS
- Provide support in operational planning, execution, and reporting, in alignment with the strategic planning framework.

- Develop, implement, and maintain the APEGGS policies, guidelines, and operating procedures focused on management of APEGGS business operations.
- Initiate and support cross-functional projects that improve alignment across departments
- Manage the business continuity plan, in consultation with all departments of APEGGS. Facilitate the identification of lead roles from each functional department of APEGGS to create and integrate business continuity procedures.

Facilities Management

- Oversee office access, including how and when the public accesses the physical office space of APEGGS.
- Establish and oversee general cost management practices, including purchasing guidelines for office supplies and equipment.

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
- In consultation with the Technology Department, identify and participate in business process improvement and system automation initiatives
- 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 management team. Apply the outcomes of APEGGS planning and prioritizing exercises to guide focus and priorities, key performance metrics, and reporting for areas of responsibility
- Recommend governance business plans and budgets, and manage responsibilities in accordance with the approved budget
- In consultation with the Executive Director and Registrar, fill in for the Director, Governance and Strategy, including resolving pressing issues, making needed decisions, or attending meetings in absence of Director

Qualifications

Education and Experience

- Undergraduate degree in law, business administration, or a related discipline is required.
- Minimum 5 years of related business and management experience (i.e. program management, functional/department management, project management)
- Experience in development of RFP's, service agreements, contract management and managing achievement of goals and deliverables through external third parties is required
- A PMP designation is preferred
- Experience in training, supporting and guiding diverse and cross functional teams is a definite asset

Knowledge, Skills and Abilities

- Superior computer skills including demonstrated competence in Office 365
- 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 APEGGS
- 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