

JOB DESCRIPTION

JOB DETAILS

Job Title: Delivery Lead

Job ID: Band337

Classification: Band 3

Classification Date:
(MM/DD/YYYY)

Branch: Business Services

Unit: ITS-Business Services

Reports to: Director, Business Services

Security Screening: Yes

Union/Excluded: Excluded

BRANCH DESCRIPTION

As part of the Information & Technology Services Division, Business Services Branch provides services to support the execution of the corporation's new strategic plan - Plan 20/30 and ongoing operations of pension administration services across the corporation. Branch services include the delivery of technology solutions, business process management, business analysis, system testing, technical writing, privacy, and information management. Services are delivered through a multi-disciplinary team of professionals who are experts in their field and deliver a high level of customer service.

JOB SUMMARY

As a technical leader in the organization, the Delivery Lead is responsible for oversight and steering of complex corporate initiatives and resources that impact delivery of services to 5 Pension Boards and all members. The Delivery Lead will drive ideation by challenging assumptions and creating ideas for innovative solutions. This position is a strong client advocate and provides a critical linkage between the needs of individual business areas and the management of portfolios in the ITS division.

JOB RESPONSIBILITIES

- Provides oversight of the delivery and execution of corporate information technology programs and initiatives that involve multiple components and delivery teams.
- Identifies and expedites resolution of technical program delivery roadblocks, and other barriers to delivery, through influence management and clear communication with project stakeholders, managers and technical leads, and makes recommendations for mitigation to Corporation leadership.
- May manage and lead staff, including assignment of work, development and evaluation of performance plans, determine resource requirements, approve leave, respond to grievances and initiate discipline process.
- Consults, and manages relationships, with senior leaders and executives to improve responsiveness to business area requirements and improve satisfaction with ITS' products and services.
- Develops and maintains expertise regarding clients' vision, short- and long-term priorities, objectives, and business requirements; works with internal and external teams to develop an understanding of client's pain points or unarticulated needs.
- Collaborates with service providers, project managers and technical leads to ensure work output aligns to organizational and Pension Board objectives.
- Monitors timelines and progress, ensuring expectations of key stakeholders are met and commitment dates are adhered to, and resources are used effectively.
- Communicates with cross-functional innovation teams to instigate a "test, learn, iterate" approach to emerging technology adoption.
- Leads projects and initiatives to increase clients' satisfaction with ITS products and services and enhance ITS service delivery.
- Explores technology opportunities with business areas through targeted experimentation and advises on specific strategies to meet gaps and organizational goals.
- Advocates on behalf of clients to enhance ITS Division's performance and product/service offerings.
- Contributes to the ITS' strategic/business planning and the design and implementation of ITS product/service enhancements.
- Monitor and gather information from clients to assess and improve our service delivery.
- Contributes to the design and implementation of product/service client satisfaction-related policies, procedures, systems and standards.
- Prepares and presents briefing materials for senior management, project teams, plan boards, and/or other stakeholders.

EDUCATION

Degree/Diploma Obtained

Program of Study

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- Degree in computer science, information management, health information sciences, or a related field; and five years of recent, related experience. An equivalent combination of education and experience may be considered.

EXPERIENCE

Years of Experience

Type of Experience

Related experience:

- Experience leading and supervising professionals including coaching, motivating, guiding, and supporting development, and evaluating and managing performance.
- Experience leading major IT initiatives of large scale and complexity that have multiple delivery components.
- Experience establishing collaborative relationships with stakeholders and executives.
- Experience in business planning, human resources, contract management, and financial management.

KNOWLEDGE, SKILLS & ABILITIES

- Proven client relationship management skills;
- Demonstrated leadership skills with an ability to motivate and influence others and work in a changing environment;
- Proven success in managing a business area including managing operations, staff and budgets
- Demonstrated ability to manage needs of multiple stakeholders through prioritization, negotiation and effective communications;
- Proven leadership in successful delivery of digital products or service; successful design, delivery and ongoing management of high quality services which maximized opportunities offered by digital technology;
- Proven grasp and expertise in analyzing and using data to design and continually improve digital services to fully meet stakeholder needs in a convenient and straightforward way;
- Proven ability to challenge and remove any unnecessary barriers to product delivery.

CORE COMPETENCIES

Enabling & Inspiring L3 - Leading Others

Motivating, supporting and enabling others to succeed.

- Gives responsibility to staff based on their competence and capability.
 - Creates an environment where others strive for improved performance and productivity.
 - Demonstrates respect and effective collaboration as a model for the organization.
 - Cultivates an environment of enthusiasm and optimism within the team and across the organization.
 - Integrates the contributions of others into organizational initiatives.
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Leadership Courage L3 - Leading Others

Saying and doing the right thing despite potential risk.

- Acts with the courage of his/her convictions without guarantee of success or reward.
 - Recognizes competing viewpoints/interests and seeks common understanding and/or solutions.
 - Reassesses position in the face of justified resistance.
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Insight & Impact L3 - Leading Others

Understanding self and others in order to be a positive influence as a leader.

- Considers competing interests to address key concerns and to achieve desirable outcomes.
 - Demonstrates self-assurance/confidence in own core beliefs and values while maintaining connection with others.
 - Manages one's emotions sufficiently to allow for, and invite, different perspectives and opinions
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Navigating Change L3

Supporting self and others through change and transition and enabling successful transformation in work products and processes.

- Creates a culture that encourages change, innovation and improvement.
 - Applies change management models, principles and practices.
 - Translates change strategies into specific direction and focus.
 - Adapts existing goals, plans and processes, or develops new ones to respond effectively to the change.
 - Removes barriers to change.
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Embracing Learning L3

Contributing to a learning culture by developing self and supporting others to acquire skills and improve performance.

- Ensures that developmental opportunities and resources are available to employees.
 - Ensures adequate time is made available for staff development.
 - Effectively utilizes the strengths and talents of others to achieve business results.
 - Undertakes development opportunities to meet future organizational needs.
 - Role models continuous learning.
 - Identifies high potential individuals and provides them with targeted opportunities for growth.
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Client Orientation L3

Making it easy for our external and internal clients - seeing things through their eyes.

- Balances client needs with business realities.

- Represents client needs to more senior management.
 - Provides advice on complex problems and initiatives.
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Accountability L3

Holding self and others accountable to deliver on commitments and to achieve desired results.

- Establishes standards and measures to achieve desired results.
 - Allocates resources and assigns responsibilities to achieve organizational objectives.
 - Supports others in driving behavioural and performance expectations.
 - Entrusts others with responsibility for achieving results.
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Inspiring Trust L3

Inspiring confidence by demonstrating integrity and building credibility.

- Brokers healthy relationships across the organization to further the achievement of business goals.
 - Promotes dialogue and shared understanding on business issues.
 - Communicates complex issues clearly and credibly with varied audiences.
 - Confidently and effectively expresses contrary opinions and own perspectives.
 - Accepts alternate perspectives in support of business interests.
 - Models trust in others to do their jobs.
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Decision Making L3

Enabling progress by resolving issues and supporting others in taking calculated risks and making decisions.

- Guides responsible risk taking as part of the decision making process.
 - Makes complex operational decisions based on best available information.
 - Balances competing priorities in reaching decisions.
 - Factors key stakeholder perspectives in making decisions.
 - Overcomes obstacles to reach timely decisions.
 - Ensures decisions are consistently applied across the organization.
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Organizational Focus L3

Aligning work priorities, processes and practices to achieve the strategic direction.

- Demonstrates an understanding of interdependencies across the organization (i.e. systems thinking).
- Responds to emerging trends with initiatives that are aligned with the organization's strategy.
- Translates strategic goals into specific operational initiatives.
- Ensures work unit objectives are aligned with the strategic goals.
- Balances short term needs of the organization and its people with the achievement of longer-term goals and strategies.
- Applies understanding of organizational context in dealing with complex issues.
- Aligns business operations across the organization.