

JOB DESCRIPTION

JOB DETAILS

Job Title: Divisional Lead, Operational Excellence and Analytics	Job ID: Band460
Classification: Band 4	Classification Date: (MM/DD/YYYY)
Branch: Operational Performance Optimization	Unit: MEE-Operational Perf Optimiz
Reports to: Director, Employer Operations and Operational Performance Optimization	Security Screening: Yes
Union/Excluded: Excluded	

BRANCH DESCRIPTION

The Operational Performance Optimization branch leads the strategic development and implementation of comprehensive performance optimization services and programs to achieve operational efficiency within the Member and Employer Experience Division. The branch develops foundational support services, standards and methodologies and tools which include workforce management, quality and knowledge management, training, operational excellence, benchmarking and analytics to support leaders and their teams to optimize their operational efficiency and performance within the Member and Employer Experience Division. The branch operates as an internal service provider to the division with a focus on maximizing the member and employer experience by leveraging an operational excellence framework, implementing tools and analytics and standardized leadership and business practices that support operations leaders to achieve a disciplined operational culture. Collaborates and consults with division leadership and staff and others across the enterprise to identify business needs and build support for creating the best performance outcomes across the organization in a consultative manner.

JOB SUMMARY

The Divisional Lead, Operational Excellence and Analytics, leads operational excellence and data analytic strategies across the Member and Employer Experience Division and aligns them with the corporate objectives. The position is also responsible for supervising a team specializing in operational analytics.

JOB RESPONSIBILITIES

- Develop and operationalizes long term continuous improvement strategies and change plans to achieve desired outcomes and maximize efficiency and productivity at all levels of the division.
- Oversees the creation of divisional plans that promote and maintain operational efficiency and effectiveness across departments, functions, and processes.
- Leads the development and implementation of a divisional operational performance program, overseeing KPIs, analytics, monitoring and reporting functions.
- Ensures corporate business plans and models align with best practices, are optimally efficient and benefits are tracked and reported out on.
- Advises and presents to Executive and senior leadership on issues, trends, and best practices in operational analytics and excellence and makes program adjustments where required.
- Plan, implement and monitor continuous improvement projects including robotic process automation for various processes across the Corporation.
- Create and implement a citizen developer program within the Member and Employer Experience division to empower teams to create their own automations using M365 and other relevant technology
- Develops and maintains working relationships across the organization to advance business objectives.
- Provide strong, effective, and highly visible leadership to ensure that all employees are stimulated, motivated, and guided to contribute to their full potential with appropriate performance metrics and goals.
- Supervises staff including assignment of work, development and evaluation of performance plans, approval of leave, response to grievances and initiation of discipline processes.
- Empowers employees and leaders to identify innovative approaches to enhance organizational performance.

EDUCATION

Degree/Diploma Obtained

Program of Study

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- Bachelor's Degree in Business Administration, Operations Research, Industrial Engineering, Supply Chain Management, Statistics, and a minimum of five years of related experience; OR an equivalent in combined education and 8 years of experience.
 - Master's degree in sciences, business administration or data analytics preferred.

- Project management designation or other relevant professional designation preferred.
- Certification in M365 is preferred.

EXPERIENCE

Years of Experience

Type of Experience

Related experience must include the following:

- Overseeing operational analytics and service performance programs.
- Managing financial data and budgets for large scale projects.
- Advanced experience with Microsoft Office Suite, with an emphasis on M365 tools such as Power Automate, Excel (such as spreadsheet creation and management, formula creation, data manipulation and reporting capabilities).
- Experience providing leadership, direction and coaching to a team.
- Leading the implementation of RPA (robotics process automation) across an organization preferred.

KNOWLEDGE, SKILLS & ABILITIES

- Client relationship management skills with a track record of identifying and analyzing critical issues and making recommendations that improves operational performance.
- Sound knowledge of current business and performance optimization industry best practices and government standards.
- Knowledge of continuous improvement methodologies such as Lean, Six Sigma, etc.
- Skilled in applying change management practices and principles.
- Excellent verbal and written communication skills, demonstrating the ability to collaborate and communicate with various stakeholders, gathering, conveying, and translating information.
- Advanced knowledge of and experience analyzing data using excel and other analytics solutions to develop organizational insights that inform data driven decision making.
- Ability to analyze complex data to build business cases, identify priorities, propose alternatives, draw supportable conclusions, and make recommendations.

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.

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.

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

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.

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 L4

Inspiring confidence by demonstrating integrity and building credibility.

- Builds an environment that encourages open and honest dialogue.
 - Demonstrates visibility and accessibility to staff throughout the organization.
 - Conveys difficult messages openly and honestly.
 - Inspires trust and confidence in the organization among key stakeholders and the public in general.
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Decision Making L4

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

- Delegates decision making to the appropriate level.
 - Makes higher risk strategic decisions that have significant consequences.
 - Makes decisions that reflect understanding and assessment of operational, organizational, and political realities and risks.
 - Ensures decisions are aligned with the strategic direction.
 - Reaches decisions assuredly in an environment of public scrutiny.
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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.