



Vice President, Corporate Operations & Digital Transformation

Are you looking for a rewarding and exciting opportunity to make a difference with a great organization? Look no further.

Position Mandate

PEO's corporate functions have been centralized in a shared services division comprised of the departments that are key enablers of digital transformation (DT): Finance, Information Technology, Knowledge Management and Program Management. The Vice President, Corporate Operations & Digital Transformation will lead and contribute to PEO's transformation by building a shared services organization ensuring it is endowed with the structure and competencies required to provide highly reliable end-user experience for enterprise-wide services, processes, and technology.

Our ideal fit:

- You have credibility as a strategic leader and at developing, leading, and motivating a team to success.
- You have the skills to build, implement and manage change and the core areas of corporate services, preferably in a shared service model.
- You have a solution mindset with demonstrated ability to deliver services on time and on budget, in matrixed organizations, and ability to manage dependencies across teams, supported by strong operational rigour to quickly highlight and mitigate potential risks.
- You have the desire to improve performance, services, and outcomes with an ability to ask the right questions, find answers through data and articulate recommendations.
- You coach and develop staff to nurture a high-performing team committed to enhancing a continuous improvement culture.
- You are an expert in building partnerships and strategic alliances and skilled in working with a diverse range of stakeholders – internally and externally, exercising tact and diplomacy in different settings, remaining focused, modeling impeccable integrity, and displaying a positive attitude in the face of pressure.
- You have strong written and verbal communication skills and experience interfacing with high level stakeholders.

Responsibilities

- Contribute to the formation of a new cohesive, collaborative and aligned Executive Leadership Team (ELT) focused on PEO's regulatory mandate and mutually accountable for developing cascading strategies to support PEO's future vision and cultural shift.
- Own and guide the commissioning of a full digital strategy for the organization in collaboration with senior leadership to align with PEO's transition to a modern regulator supported by a new shared services model.
- Develop and mentor the DT team to elevate performance, ensuring that end users have access to dedicated resources, timely information, and a high level of coordinated service to support and



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enable operations.

- Introduce program, project and change management to the organization to enable organizational change through a consistent, streamlined, well-managed and risk-mitigated approach to the execution of key organizational projects.
- Effectively liaise with internal operations and PEO Committees to build trust and sustain strong collaborative relationships ensuring that operating groups' requirements are vetted, prioritized and ultimately acted on with a coherent and structured approach.
- Improve records management, financial controls, data security and protection by identifying risk and establishing best-practice operational governance to ensure compliance to policies, processes and procedures.
- Be the agent of positive change across operations by providing strategic leadership and guidance for change management, content and data, programs, and technologies.
- Contribute to increased productivity and reduced processing times in all areas of Regulatory Operations through improved workflow management, promotion of standardization and simplification, and continued automation.

Key Accountabilities

Strategy & Leadership

- Plays a key role working with the CEO and ELT in planning and priority setting and developing strategies that support PEO's future vision and regulatory mandate.
- Contributes to the cultural shift of PEO by providing effective and inspiring leadership, promoting and advocating for a culture of accountability, performance measurement and service excellence.
- Leads a high-performing team, setting operational and/or performance goals for each service unit that are aggressive, achievable and tied to long-term goals, effectively managing group efforts and performance, meeting regularly with functional unit leads to ensure that objectives and priorities are clear, and efforts are coordinated.

Shared Services Roll-Out

- Maps out the DT shared service strategy defining business and customer benefits and partnering with internal stakeholders to drive adoption and usage of services.
- Drives cultural and behavioral change around shared services, in partnership with technology, including governance, accessibility, and adoption.
- Ensures appropriate resources (service center, technology and personnel, including vendors) are in place to support business objectives based on operational requirements and service level agreements.
- Serves as the single point of accountability for decision-making and escalations in all areas of DT.

Decision Making, Judgement and Problem Solving

- Must be able to navigate complex and sensitive situations with tact, sound judgment, and diplomacy.
- Problem solve and remove roadblocks encountered by team members in achieving departmental goals.



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- Determine appropriate response to unprecedented questions and/or unique situations with consideration for PEO processes, precedence-setting, and other factors.

Accountability for Results and Impact of Decisions

- Manages the communication and complete function/process of the Digital Transformation and & Corporate Operations division.

Communications and Relationship Building

- Develops and maintains relationships with PEO Council, Executive Committee, senior management, managers, and staff at all levels. Provides expertise and advice.
- Develops and manages relationships with other provincial/territorial engineering regulatory organizations, associations, councils, and other regulatory professional associations, colleges, and societies.

Leadership, Coaching and Management

- Develop a strong team, delegates responsibilities and is able to hold the team accountable.
- Exhibit confidence in self and others; Inspire and motivate others to perform well.
- Manage the team, includes staff in planning, decision-making, facilitate process improvements; takes responsibility for subordinates' activities; provides regular performance feedback.
- Balances team and individual responsibilities; exhibits objectivity and openness to others' views, gives and welcomes feedback, contributes to building a positive team spirit, puts success of team above own interests, able to build morale and group commitments to goals and objectives, and supports everyone's efforts to succeed.

Qualifications

The ideal candidate will possess:

- Strong technical and business acumen, with cross-functional experience with proven skills, expertise, and confidence to work effectively at a senior leadership and board level.
- Bachelor's degree preferred with 10 years' or more experience supporting executives, preferably in a not for profit or public sector organization or an equivalent combination of education and experience.
- Demonstrated ability to innovate and the ability to envision and introduce new ideas, systems, processes, and programs to move PEO forward in the areas of sustainability, accessibility, and operational excellence.
- Customer obsession, with a bias for action and a drive to create impact.
- Develops and maintains relationships with internal and external stakeholders. Manages relationships with other provincial/territorial engineering regulatory organizations, associations, councils, and other regulatory professional associations.
- Requires an incumbent that leads their team by example: Develops a strong team, delegates responsibilities and is able to hold the team accountable.



Other Requirements

To ensure the health and safety of our employees and visitors, all employees must be fully vaccinated against Covid-19 if their role requires in-person and/or on-site participation at our premises. This role is a hybrid role and will require in-person attendance.

In these times, we rely on a balance of on-site and virtual team meetings and management practices to support both performance and collaboration.

If you would like to apply for this role, please forward a cover letter and your resume outlining salary expectations to this peocareers@peo.on.ca by February 10th, 2023.

For additional information please go to www.peo.on.ca.

PEO values diversity and is an equal opportunity employer. PEO is committed to providing employment accommodation in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act.

We thank all applicants in advance for their interest in our organization and advise that only those candidates selected will be contacted.
