

**Posting #24-099EM**

## **Manager, Strategy & Transformation Business Services Regular, Full-time**

### **Purpose**

The Manager, Strategy & Transformation will play a pivotal role in guiding and implementing strategic planning activity for UNBC's Business Services, and subsequently the entire Finance & Administrative Services (FAS) portfolio. Responsible for driving transformation projects, this role involves developing and executing plans to enhance operational efficiency and align with the overall strategic goals of the University.

Reporting to the Director, Business Services, the Manager, Strategy & Transformation operates in a dynamic environment, requiring proactive engagement surrounding facilitation of strategic planning, project management, and organizational transformation. The role involves collaborating with various stakeholders, navigating complex challenges, and ensuring successful project outcomes.

Flexibility in the work schedule is essential for attending meetings, engaging with the campus community, and participating in events. Occasional regional, national, and international travel may be required.

### **Responsibilities**

Duties include but are not limited to:

#### Strategic and Operational Level Planning

- Developing a model for regular strategic action planning, aligned with UNBC strategy, for each FAS division;
- Facilitating strategic and operational planning to support the success of the Business Services division, expanding over time to include other divisions within the FAS portfolio;
- Creating and expanding operational capacity through successful structures, including effective and efficient systems, policies, and processes;
- Leading with commitment to the University brand, values and strategic priorities; and
- Developing relationships and collaborations across the institution to inform and support strategy development and directions.

#### People and Change Leadership

- Leading change management planning and functions surrounding organizational transformation;
- Supporting the success of direct reports;
- Cultivating a positive, diverse, and productive work/learning environments;
- Leading a collaborative and respectful relationships with UNBC stakeholders; and
- Inspiring cultural awareness and inclusivity.

#### Project Planning and Implementation

- Working toward the development of a shared model of service delivery across the FAS portfolio, engage the campus community to inform associated project management and change management plans;
- Leading creation of comprehensive project management and change management plans;



- Expanding and assembling resources (staff and other) as required to build new shared services structure within Business Services according to plans developed;
- Acting as the primary liaison with senior management and all areas of the campus community, to ensure transparency and participation in the creation and integration of a shared services model; and
- Ensuring qualitative and quantitative metrics are in place to measure progress.

#### Risk Management

- Identifying and acting to mitigate risks involved with daily operations;
- Complying with University policies, protocols, and practices;
- Adhering to University supplier/service agreements, collective agreement(s) and risk management frameworks; and
- Fostering a culture of safety first.

#### Service Excellence

- Facilitating a rollout of service strategy across the FAS portfolio, collaborating with service consultant and unit leads;
- Ensuring integration of exceptional service aspects to students, faculty, staff and external stakeholders in all organizational transformation projects; and
- Implementing the service strategy concepts of 3 R's (reliability, responsiveness and relationships), TOFU (take ownership, follow up), WIGS (wildly important goals) and incorporate service into KPI's, coaching, HR processes and feedback mechanisms. Act as facilitator of such activities within other areas of the FAS portfolio.

### **Qualifications**

This position requires an undergraduate degree in a relevant discipline and a minimum of 5 years of progressively responsible experience related to strategy facilitation and development, project/change management and organizational transformation.

In addition to the competencies listed below, the Manager, Strategy & Transformation position requires:

- Exceptional communication and interpersonal skills;
- Strong analytical and problem-solving skills;
- Strong facilitation skills;
- Project / change management expertise;
- Ability to navigate and lead change initiatives; and
- Ability to foster collaborative relationships.

The position requires a valid Class 5 BC Driver's License, a clear Criminal Records Check, and eligibility to hold a valid passport.

An equivalent combination of education and experience will be considered.

### **Salary**

The starting salary will be determined with consideration of the successful candidate's relevant education, skills, and experience. The annual salary range for this position is \$88,000.00 to \$98,000.00.



UNBC offers employee tuition waivers (includes spouse and dependents), excellent benefit and pension packages, as well as employee training and development opportunities. For more details please see <http://www.unbc.ca/human-resources/employee-benefits>.

Flexibility in the work schedule is essential for attending meetings, engaging with the campus community, and participating in events. Occasional regional, national, and international travel may be required. Normal hours of work will be 8:30am – 4:30pm, Monday to Friday.

## Our Commitment to Diversity and Employment Equity

The University of Northern British Columbia is fully committed to creating and maintaining an equitable, diverse, and inclusive environment that is accessible to all. We are devoted to ensuring a welcoming, safe, and inclusive campus free from harassment, bullying, and discrimination. This commitment is woven into our motto and mission. In the Dakelh language, UNBC's motto 'En Cha Huná translates to "they also live" and means respect for all living things. Through the respect for all living things, we are able to grow and learn better together, each bringing our own unique individual differences and contributions to inspire leaders for tomorrow by influencing the world today.

Employment equity requires that we remove barriers and overcome both direct and indirect discrimination. In this way, the pool of excellent candidates increases substantially. We encourage applications from members of groups that have been marginalized on any grounds enumerated under the B.C. Human Rights Code, including sex, sexual orientation, gender identity or expression, racialization, disability, political belief, religion, marital or family status, age, and/or status as a First Nation, Metis, Inuit, or Indigenous person.

## About the Community

Since its founding in 1990, the University of Northern British Columbia (UNBC) has emerged as one of Canada's best small research-intensive universities, with a passion for teaching, discovery, people, and the North. UNBC's excellence is derived from community-inspired research, hands-on learning, and alumni who are leading change around the world.

Since time immemorial, Indigenous peoples have walked gently on the diverse traditional territories where the University of Northern British Columbia community is grateful to live, work, learn, and play. We are committed to building and nurturing relationships with Indigenous peoples, we acknowledge their traditional lands, and we thank them for their hospitality. UNBC's largest campus in Prince George is located on the traditional unceded territory of the Lheidli T'enneh, in the spectacular landscape near the geographic centre of beautiful British Columbia.

UNBC consistently ranks in the top three in its category in the annual Maclean's university rankings. UNBC also recently placed among the top five per cent of higher education institutions worldwide by the Times Higher Education World University Rankings.

With a diverse student population, the University is friendly, inclusive, and supportive. Prince George is a city of ~80,000 people with impressive cultural, educational, and recreational amenities. For more information about living and working in Prince George, please refer to <http://www.unbc.ca/experience> and <https://moveupprincegeorge.ca>. Make your mark with this leading post-secondary institution.

## To Apply



The University of Northern British Columbia is committed to employment equity and encourages applications from the four designated groups (women, Indigenous peoples, persons with disabilities, and members of visible minorities) as well as the 2SLGBTQ+ communities and individuals with intersectional identities.

Persons with disabilities, who anticipate needing accommodation for any part of the application and hiring process, may contact UNBC Health & Wellbeing at [wellbeing@unbc.ca](mailto:wellbeing@unbc.ca). Any personal information provided will be maintained in confidence.

Please forward your resume and proof of education (e.g. copy of transcripts or copy of degree/diploma) and include the competition number #24-099EM in the subject line to:

Human Resources, University of Northern British Columbia,  
3333 University Way, Prince George, BC, V2N 4Z9

Email submissions: [HRecruit@unbc.ca](mailto:HRecruit@unbc.ca)  
Inquiries: (250) 960-5521

*All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority. We thank all applicants for their interest in UNBC however, only those applicants selected for further consideration will be contacted.*

**Priority will be given to applications received by June 17, 2024. Applications will be accepted until the position is filled.**

