
SENIOR MANAGER – STRATEGY & INNOVATION PROJECTS

Toronto, ON File #: 2022 – 45

Our client, located in **Toronto**, Ontario, is a notable, high-profile, “private sector” Corporation that is tremendously successful, consistently profitable and extremely stable. The organization maintains a “high-visibility” public presence across the GTA and Province of Ontario ... a professional, progressive, diverse, challenging and enjoyable work environment.

The entire focus of the business is to simply provide “service excellence” and deliver “customer satisfaction” ... while continually pressing forward with **contemporary Business Optimization initiatives**. Annual revenues exceed \$1B with approximately 500 Team oriented, agile professionals serving millions of Customers.

The Corporation requires a **Senior Manager – Strategy & Innovation Projects** to “add-value” to the company in this newly created role. A contemporary Leader is required to embrace this exciting mandate, to direct, manage and prioritize strategic initiatives, remove roadblocks, track and report on progress towards the execution of strategic goals. Annual objectives focus upon Customer Value, Cost Reduction, Risk Mitigation & Innovation - per the Board of Directors, the President/CEO and the Executive Leadership Team.

Position Responsibilities Entail:

- Reporting directly to the Vice President of Strategy & Business Process Optimization – manage, influence and facilitate optimization initiatives, a varied and diverse portfolio comprised of new initiatives and existing projects
- Ensure success metrics are defined and documented, that projects follow the innovation track with a Leader who is able to successfully finesse positive outcomes through personable influence, exemplary communication and organizational “smarts” exercising tactful business acumen
- Leading cross-functional Teams, prioritizing continuous improvement initiatives while enhancing shareholder value, co-coordinating the gating processes for new projects (such as: loyalty programs, marketing programs, mobile app implementation, accelerating conversion to paperless, credit card reduction, mainframe cost reduction/decommissioning, software enhancement, etc.)
- Proactively manage impediments, implement responsive escalations through the application of upfront due diligence and foresight with respect to potential solutions
- Spearhead monthly reviews with Senior Leadership (12 Executives), provide and present timely and value-added insights with respect to the Corporate strategy and innovation objectives - lead training and on boarding for cross-functional Teams members on the innovation process and their roles/responsibilities with supportive learning techniques, working aids, process maps, FAQ’s and other creative tools/initiatives
- Work in conjunction and collaborate with Organizational Change Management, Continuous Improvement Leaders, Program Managers, Project Coordinator and External Contractors
- Prepare regular updates and progress reports (monthly, quarterly & annually) on strategic initiatives for the Executive Leadership Team, the Board of Directors, various Committees and to assist in the preparation of Strategic Offsite Meetings
- Collaborate with all stakeholders, consulting on strategy, (while defining “success and perpetuating accountability”) with respect to metrics, measures, scorecards, due dates/timeframes

- Oversight and management of approximately 20 ongoing/annual projects (80% of projects are related to Information Technology initiatives)
- Celebrate and recognize others while balancing accountability and successful outcomes

Qualifications/Requirements:

- A personable, “get-it-done”, inspirational Leader with absolute integrity - an individual who works well “everyone” and communicates well with “everyone at all levels” of the organization in the Boardroom, with the Senior Leadership Team, with any/all staff across every level of the organization
- A University Degree and/or MBA (is desirable)
- PMP Certification, or Designation/Certification related to: Continuous Improvement, Lean Methodology, Six Sigma, Agile Project Management, IT Service Management, Change Leadership is preferred
- A minimum of 8+ years’ experience in Project Delivery/Program Management coupled with finesse and interpersonal skills balancing accountability, achieving Team/organizational results and celebrating successful initiatives with others
- Familiarity with business cases, budget, financial processes, risk management - agile management tools, work plans, roadmaps, Kanban Boards, etc.
- “Nice to have”: exposure to ERP and/or SAP and/or PeopleSoft environments - possibly Environmental, Social Governance and/or Diversity & Inclusion
- “Exceptional/compelling” presentation skills

Compensation/Package:

- Annual base salary befitting the importance of this role within the organization in excess of \$100+k (subject to qualifications/experience)
- Annual bonus/Incentive opportunity
- Comprehensive Benefits and matching RRSP
- Perks unique to the organization plus various other Programs/Opportunities

Please respond in confidence, via email, with resume and corresponding cover letter (using PDF file attachment) quoting file #2022 – 45 to tt@gmmcs.com. As a courtesy, each applicant will be personally contacted due to the senior nature of this opportunity with our client. We thank all applicants for their interest and consideration.



Human Resource, Executive Search,
Organizational & Career Development Consultants