



IDENTIFICATION

Department	Position Title	
Justice	Manager, Programs and Projects	
Position Number	Community	Division/Region
82-14634	Yellowknife	Legal Registries

PURPOSE OF THE POSITION

The Manager, Programs and Projects is primarily responsible for identifying, planning and managing the implementation of initiatives designed to improve the delivery of programs and services in Legal Registries, in particular technological improvements, as well as the ongoing management of various program functions. The position is also responsible for the effective communication of information related to services, the management of the Division's records management program and participates in various national project-related initiatives.

SCOPE

Located in Yellowknife and reporting to the Director of Legal Registries, the Manager, Programs and Projects, identifies, develops, and manages the implementation of projects in Legal Registries designed to improve efficiency within the office and enhance service to clients. These are typically information management projects involving registry information filed, and the provision of on-line services to frequent users and members of the public.

This position works closely with staff on process improvement initiatives, change management, records management, data and process management, and participates in federal, provincial, and territorial working groups or projects designed to harmonize and modernize legal registries systems across Canada. This position works closely with Application Services Division of the Department of Finance to ensure information management and technology projects are executed to organizational standards and to quality standards.

The Manager has an integral role in various program management functions that apply across the Division, including information management within a clear legislative framework. In addition to information management technology projects directly related to the operation of



the registries, the Manager is also responsible for the preparation and dissemination of information on the Departmental website, the preparation and presentation of educational materials, and coordinating Legal Registries records management program.

RESPONSIBILITIES

1. Project management.

- Identifies, develops and manages projects as directed by the Director, to enhance the delivery of services involving information technology, registration procedures and services.
- Identifies information system needs for new and existing software, within the context of the legislative framework of Legal Registries.
- Analyzes issues and completes a detailed needs assessment for each project, including estimated budget requirements and project schedules.
- Creates detailed project descriptions and manages the development of project deliverables from the analysis phase through to implementation.
- Conducts consultations with and manages expectations of stakeholders to ensure successful projects.
- Collaborates with project team members, including Application Services, TSC staff, contractors, as required.
- Performs fit/gap analysis and identifies issues to be resolved.
- Evaluates proposals, analyzes, supervises contractors and staff who are hired or assigned to carry out projects.
- Monitors, reports status, and makes recommendations to the Director relating to issues, opportunities, and challenges associated with projects.
- Acts to facilitate effective working relationships between project team members.
- Develops and implements training strategies and approaches for end user training, including preparation of training materials.
- Ensures that project deficiencies are identified and resolved.

2. Program management.

- Monitors and evaluates the effectiveness of program operations and services.
- Recommends ways and means by which registration processes, forms, systems, etc. might be improved.
- Ensures that application software is used effectively by staff in program delivery.
- Coordinates staff training needs and identifies development opportunities.
- Applies appropriate change management practices, as required.
- Takes the lead role in developing, implementing, maintaining and revising Divisional directives, policies, procedures and manuals for ongoing program administration.
- Prepares financial reports for programs and projects and prepares monthly variance reports for the Director's consideration.



- Manages and prepares position papers, legislative briefing notes, decision and option papers and reports.
- Collects, researches and analyzes statistical information and other data necessary for the Director to make decisions on program and project delivery.

3. Development and distribution of information relating to registration processes and procedures.

- Manages, supports and administers the Division's portion of the Departmental website, including ensuring information is up to date and complies with website standards, and preparing information for posting on the site.
- Prepares flow charts (visio) and process mapping.
- Prepares education materials regarding services and registration procedures.
- Reviews and revises forms, certificates and information packages.
- Prepares news releases, notices, newsletters and other Division communications.

4. Records management.

- Coordinates the development and implementation of Administrative and Organizational Records Classification Systems (ARCS/ORCS) within the Division, including the establishment of records retention schedules as necessary.
- Coordinates the storage and disposition of all paper records.

5. Participation in F/P/T and international organizations and committees.

- Monitors and participates in the development of national rules and policies through the Canadian Securities Administrators ("CSA"), including monitoring the conference calls, meetings and other work of the various CSA standing and ad hoc committees.
- Participates in national working groups and committees that are project-related, as assigned by the Director, including acting as project / program management with the CSA.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.



Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Management skills to lead, plan, organize, coordinate and complete complex and concurrent projects independently or in teams within the time and resources constraints while monitoring progress and evaluating results.
- Knowledge and experience with project management principles and practices.
- Ability to work effectively both independently and within a team environment.
- Analytical, problem-solving, organizational and time management skills.
- Process improvement skills.
- Ability to recognize unique issues/situations and deal with them appropriately.
- Ability to communicate both orally and in writing with the public, the legal profession, contractors, and other stakeholders.
- Ability to conduct research through a variety of methods.
- Interpersonal skills with the ability to deal with unhappy clients or difficult people with tact and diplomacy.
- Proficiency in the use of Microsoft Operating applications and the development/implementation of customized software.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

A relevant bachelor's degree, and three years of relevant experience.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

A project management credential (e.g. PMP).

Position Security (check one)

- ☐ No criminal records check required
- ☒ Position of Trust – criminal records check required
- ☐ Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- ☐ French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

READING COMPREHENSION:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

WRITING SKILLS:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

☒ French preferred

Indigenous language: Select language

☐ Required

☐ Preferred