



## IDENTIFICATION

Department	Position Title	
Prosper NWT	Manager, Business Services	
Position Number	Community	Division/Region
89-1474	Yellowknife	Finance & Programs / HQ

## PURPOSE OF THE POSITION

The Manager, Business Services is responsible for the development and delivery of Prosper NWT's business support programs and services in accordance with defined yet expanding policies and parameters and in a manner that meets the needs of Northwest Territories (NWT) business enterprises and entrepreneurs and contributes to the growth of a viable and diverse NWT economy.

## SCOPE

The purpose of Prosper NWT is to support the economic objectives of the Government of the Northwest Territories in a manner that benefits the people and the economy of the NWT. Prosper NWT achieves this objective by encouraging the creation and development of business enterprises, providing financial assistance to business enterprises, directly investing in business enterprises, and providing information to business enterprises and members of the public respecting the establishment and operation of businesses and other business matters.

Prosper NWT promotes economic development and financial independence, assists communities and organizations in capturing investment development opportunities, and helps develop and grow a diverse and viable northern economy. Prosper NWT is instrumental in supporting businesses to become long-term ventures in small market communities, creating significant local economic and employment opportunities.

Located in Yellowknife and reporting to the Director, Finance and Programs, the Manager, Business Services is responsible for overseeing the development and for managing the delivery of Prosper NWT's contribution, venture investment, credit facilities, and business support programs and services, including e-commerce, pathfinder, start-up support, intellectual property, and business support services, and special projects. The incumbent focuses on front office activities, ensuring effective program management and client engagement without involvement in adjudication work. The incumbent is also responsible for carrying out



development, implementation and management of Prosper NWT's monitoring and evaluation frameworks, Planning and Accountability Framework, program reviews and business analytics functions.

The Manager has three direct reports – the E-Commerce Advisor, Portfolio Finance and Budget Officer and the Business Support Officer – and manages an annual budget of approximately \$1 million including \$650,000 in O&M and \$350,000 in third-party funding.

The incumbent works within a flexible and expanding policy framework to ensure the best set of Prosper NWT business services are delivered professionally and consistently in a manner that meets the needs of NWT business enterprises and entrepreneurs and promotes the growth of a strong, viable NWT economy.

## **RESPONSIBILITIES**

### **1. Manages, delivers and ensures the development and implementation of Prosper NWT contribution, portfolio investments (including venture investment and subsidiary companies), credit facilities, and business support services.**

- Manages and oversees the delivery of Prosper NWT's business support services.
- Identifies and proposes suitable financing structures for clients that highlight risks and opportunities of the various options, whether loans, venture investments, joint ventures or other arrangements.
- Provides expert advice and portfolio investment management support to clients in the area of financing, cash flow management, expansion, human resources, and other business matters.
- Provides information to clients on general tax implications associated with financing, investment decisions, corporate reorganizations, amalgamations, divestitures, succession planning and is the primary liaison with clients' external professional advisors and stakeholders.
- Liaises with venture capital funds and other stakeholders, advising clients of innovative venture capital options and opportunities.
- Provides business valuation support services related to the purchase or sale of assets and/or shares and the liquidation or restructuring of businesses or other investments.
- Ensures and guides the development and delivery of the Elevate IP and other intellectual property (IP) programs and services, including raising awareness of the programs and services, connecting potential IP business candidates with program consultants, providing a link between IP candidates and potential venture capital activities, and liaising with New Ventures BC and external organizations.
- Oversees the delivery of Prosper NWT's e-commerce support programs and services, including liaising with NWT small businesses to understand their digital needs and feasibility to ensure successful implementation of the programs offered.



- Manages the delivery of Prosper NWT digital transformation services, including oversight of the Accelerate Digital Adoption Projects for Tomorrow (ADAPT) Fund.
- Manages Prosper NWT's delivery of federal programs and partnerships, including developing funding applications and all respective monitoring and reporting.
- Ensures monthly and quarterly reports on program statistics are completed to meet mandatory requirements under federal agreements.
- Ensures regular reporting for Prosper NWT's IP and e-commerce programs is completed in a timely manner in accordance with program requirements.
- Provides input and advice to the Financial Programs unit to assist in the preparation of third-party funded project budgets, reimbursement claims, and financial reports.
- Liaises with government departments, external governments, agencies, academia, and economic, business development, and venture capital organizations to provide updates and information on Prosper NWT's program delivery.
- Oversees and manages the delivery of expert business support services, including online and in-person learning sessions to start-ups and NWT businesses at varying stages in their business life cycle.
- Ensures Prosper NWT's business centre(s) and resource materials are maintained in accordance with funding agreements in a manner that meets the evolving needs of NWT business enterprises and entrepreneurs.

**2. Oversees and guides Prosper NWT pathfinder, business management and business centre services and advice offered to clients.**

- Provides expert advice with respect to business planning, cash flow management, human resource, and other business matters to clients.
- Oversees the delivery of financial and business development navigation and pathfinder services to NWT business enterprises and entrepreneurs.
- Establishes and maintains strategic relationships with governments, agencies and organizations providing financial and non-financial support programs and services accessible to NWT business enterprises and entrepreneurs.
- Establishes strong, ongoing relationships with Prosper NWT clients accessing financial programs and non-financial business support services.
- Ensures there is a key point of contact within the unit for business enterprises and entrepreneurs to ensure they have ready access to non-financial and financial information and available programs and services to help them grow and become viable.
- Ensures business clients receive guidance and advice in applying for and accessing Prosper NWT and non-Prosper NWT financial programs and business support services.
- Provides clients with expert advice and resource materials with respect to general business competencies, tools and opportunities, funding initiatives and economic trends that may be of assistance or interest to clients.



- Assesses clients' business practices and internal processes and provides recommendations related to non-financial business solutions and services that may be available.
- Supports clients and acts as the primary liaison with their external professional advisors and stakeholders.

**3. Carries out and oversees business analytics and industry research.**

- Provides support in the development of Prosper NWT's risk model, assessments, and adjustments to the investment portfolio accordingly.
- Carries out research and assists clients and their advisors in compiling the necessary information to support applications for grants, contributions, credit facilities, venture investments, and other funding sources.
- Analyzes clients' business performance, trends, and readiness for program funding, identifying and communicating areas for improvement and provides one-on-one business advice designed to effectively grow and sustain their business operations.
- Conducts research and gathers ideas and best practices to apply to new and enhanced business support services offered by Prosper NWT.
- Gathers client feedback on existing Prosper NWT programs and services and needs of NWT business enterprises and entrepreneurs.
- Carries out research and collects economic, business, environmental, and monetary data through liaising with territorial and federal departments, agencies, the Bank of Canada, financial institutions, publications and other data sources.
- Carries out research, compiles information and prepares briefing material and client resources related to new business support programs and services being developed or rolled out.
- Carries out economic, business, monetary and industry trend analysis and environmental scans to gather ideas, best practices and insights into the latest industry trends and NWT business needs and assess these against Prosper NWT's performance, programs and services, and products.
- Attends NWT trade shows, business events and conferences to stay up to date on business needs and the latest industry trends and opportunities.
- Carries out research and provides information and expert level strategic advice to Prosper NWT senior management to assist with planning trade shows and business events and stakeholder support programs.
- Prepares and delivers professional presentations and represents Prosper NWT at trade shows and business events.
- Provides strategic advice to Prosper NWT senior management on potential new business support services that could assist NWT business enterprises and entrepreneurs.
- Ensures monthly digital dashboard for marketing and communications is updated.
- Ensures social media analytics are monitored and analyzed.



- Ensures data on marketing and communications activities is collected to inform reporting and evaluations.
- Coordinates data analysis, trend monitoring and economic environmental scans to inform Prosper NWT decision-making.
- Develops, implements and manages data analysis and reporting to support Prosper NWT's quarterly and annual reports and ongoing reporting to the Minister, Board and external stakeholders.

**4. Leads the development and implementation of Prosper NWT monitoring and evaluation frameworks and program reviews, and Accountability Framework.**

- Leads and coordinates the development and implementation of monitoring and evaluation frameworks to support evidence-based decision-making respecting program and service delivery.
- Provides expert advice and guidance to Prosper NWT senior management related to monitoring and evaluation activities and identify priority areas for the development of monitoring and evaluation frameworks and the completion of evaluations.
- Provides expert advice on the incorporation and integration of evaluation strategies during the development and rollout of new business programs and services, including a community-based financial literacy and educational program, and acts as liaison and collaborates with other departments and stakeholders.
- Liaises with evaluation experts to stay up to date on evaluation best practices.
- Coordinates with the GNWT Financial Management Board Secretariat on the development and approval of monitoring and evaluation frameworks and the completion of evaluations and program reviews.
- Represents Prosper NWT on Program evaluation-focused interdepartmental committees as required.
- Prepares reporting and briefing materials on Prosper NWT monitoring and evaluation frameworks, evaluations, program reviews, and Accountability Framework for use by senior management, the Board, and the Minister.
- Develops, implements, manages and reports on data collection for indicators and performance measures identified in monitoring and evaluation frameworks.

**5. Leads the development and implementation of Prosper NWT special projects related to non-financial services to clients.**

- Carries out research on potential programs and services that Prosper NWT could offer or partner on that may meet the needs of NWT businesses and may be feasible for roll-out in the NWT.
- Oversees the development and implementation of special projects related to business support services and programming designed to support the growth and viability of NWT business enterprises and entrepreneurs.





- Liaises with government departments, external governments, agencies, academia, and economic, business development, and venture capital organizations to facilitate the development and delivery of special projects.
- Ensures regular reporting on the implementation of special projects is developed for use by Prosper NWT senior management, the Board, and the Minister.

**6. Manages and oversees non-financial and operational management support services provided to Prosper NWT subsidiaries.**

- Ensures financial, non-financial and operational management support services are provided to Prosper NWT subsidiaries as required.
- Ensures subsidiaries receive necessary support in product promotion, product and service awareness, marketing strategies, advertisement initiatives, promotional campaigns and materials, social marketing, and website content.
- Ensures subsidiaries receive necessary support with inventory management and produces monthly, quarterly, and year-end reports on inventory and sales.
- Ensures unit staff administer subsidiaries' inventory management systems, as necessary, and that subsidiary staff are trained in inventory management.
- Ensures subsidiaries receive necessary support with supply chain issues and outstanding orders, receiving materials and products, and shipping.
- Ensures unit staff maintain customer accounts as necessary and respond to customer correspondence and enquiries.
- Liaises with subsidiary staff and external stakeholders, including subsidiary service providers and Boards.

**7. Manages the unit's human resources and finances and contributes to Prosper NWT's strategic and financial planning and budgeting.**

- Leads staff in activities that promote an inclusive and strong service culture, responsive to client needs.
- Implements strategic direction for the unit.
- Develops and implements annual work plans for staff and the unit.
- Carries out staff hiring, annual performance appraisals, and any discipline measures that are appropriate and required.
- Ensures staff receive the training necessary to carry out their job responsibilities.
- Regularly provides feedback, mentorship, guidance, and information to staff.
- Hires and oversees contractors as required.
- Regularly assigns work and approves leave in a manner that ensures operational requirements are met.
- Applies knowledge and experience with human resource management, federal funding programs and reporting.
- Addresses business contingency and succession planning needs of the unit, as required.
- Contributes to the strategic planning of Prosper NWT.



- Manages the financial planning of the unit and contributes to the financial planning of Prosper NWT.
- Tracks expenditures and carries out regular variance reporting and budgeting measures for the unit.
- Collaborates with the other Prosper NWT Managers as and when appropriate to support the development and delivery of Prosper NWT programs and services and to better meet the needs of clients.
- Reviews and prepares the development of briefing materials and reporting for use by senior management, the Board, and the Minister, and ensures these are delivered in a timely manner.

## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands.

### **Environmental Conditions**

No unusual demands.

### **Sensory Demands**

No unusual demands.

### **Mental Demands**

Occasional travel is required.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of Prosper NWT's goals and objectives and the socio-economic, business and political environment in which Prosper NWT programs and services are offered.
- Knowledge of and ability to analyze and interpret legislation, policies, and procedures.
- Knowledge of business best practices and principles.
- Knowledge of MS Office operating systems and software (Word, Excel, PowerPoint, Teams, Outlook, Access), Adobe Acrobat Pro, and appropriate use of the internet.
- Knowledge of all financial and non-financial programs and support services offered by Prosper NWT and ability to communicate these effectively to clients.
- Knowledge of digital technologies and best practices for use by small business.
- Understanding of the principles of intellectual property and best practices for business.
- Awareness of supply chain management and ability to direct supply chain management best practices and principles.
- Knowledge of data analytics and ability to carry out data and trend analysis and industry research.



- Awareness of project design, performance measurement and evaluation methods and best practices.
- Skills to carry out regular reporting, develop and draft reports, and meet reporting requirements.
- Product promotion, marketing and project management skills.
- Project management skills.
- Interpersonal skills and customer service skills.
- Ability to build and maintain strong client relationships.
- Networking abilities and able to represent the organization in a professional manner.
- Ability to communicate clearly, effectively, professionally and courteously, both verbally and in writing.
- Ability to interact with the public and respond to a variety of enquiries, requests and concerns.
- Ability to comprehend and retain information related to client needs.
- Ability to research, compile, access, and process large amounts of information with accuracy in a timely manner.
- Ability to analyze and assess information and make recommendations.
- Time management skills with ability to prioritize, multitask and meet deadlines.
- Ability to work with people in an effective, respectful manner, including the ability to mentor and coach both staff and client.
- Ability to accurately process large amounts of information.
- Ability to work independently.
- Skilled in teamwork with members from a variety of backgrounds and cultures.
- Understanding of the impacts of colonization and institutional and structural racism and biases on society, in particular Indigenous people who make up more than half the NWT population.
- 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 Bachelor's degree in a relevant field plus a professional accounting or finance designation such as a Chartered Professional Accountant (CPA), Chartered Financial Analyst (CFA), Chartered Business Valuator (CBV) and three years of related experience, including one year of management or supervisory experience.

Equivalent combinations of education and experience will be considered.

**ADDITIONAL REQUIREMENTS**

**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