



Position Title: Senior Program Manager

Closing Date: December 5, 2024

Location: Kingston, Ontario, Canada (On-site)

Job Type: 2 year Term

Apply Online: [Competition Number: J0724-0620](#)

Overview:

Queen's University has launched the Queen's Renew Program, a multi-year initiative aimed at ensuring the university's professional services are operating effectively to support delivery of our academic and research mission.

The Renew Program Office works with Queen's senior leaders, employees and constituents across campus to examine processes and structures in professional services throughout the university to determine existing areas of strength, opportunities to enhance effectiveness and efficiency, and ensure the university is making the best use of its resources in support the academic and research mission.

Queen's is seeking a highly skilled Senior Program Manager to guide and manage strategic initiatives aimed at transforming Queen's professional services processes, systems and culture aligned with the strategic vision and goals of the Renew Program. Reporting to the Executive Director, the incumbent will work closely with senior leadership, employees and partners across the university to ensure the successful implementation of change initiatives. This role requires a leader with a proven track record in managing multiple concurrent complex projects, driving change, and delivering measurable results.

KEY RESPONSIBILITIES:

- **Program Direction:** Guide the planning and implementation of concurrent professional services change initiatives across the university, working in partnership with university leaders, members of the Queen's community, and the Renew Program team. Direct initiative timelines, resources, risks and budget to achieve program and initiative goals.
- **Constituent Engagement:** Collaborate with senior leadership, faculty, staff, and external partners to promote community involvement and coordination of activities to support the priorities of the program and university. Actively manage key business constituents' expectations and monitor satisfaction levels.
- **Change Management:** Develop and implement change management strategies to facilitate adoption of new processes and systems. Working closely with professional services leaders and their teams, direct the process to co-design and implement solutions to enhance professional service delivery, improve coordination and productivity. Develop and maintain a strong working knowledge of the University's academic plan and strategic priorities to ensure alignment.
- **Initiative Performance Measurement:** Develop project plans for change initiatives, managing resources and risks to achieve project plan timelines and goals, regularly reporting on progress. Monitor and report on progress against established program and initiative key

performance indicators to demonstrate the effectiveness of improvement initiatives.

- **Analysis:** Conduct detailed research, interpret data and information to develop recommendations that support evidence-based choices. Identify and advocate recommendations for solution options in conjunction with other subject matter experts, ensuring the solution supports the strategic initiatives. **Communication:** Clearly and effectively communicate decisions, priorities and relevant project information to all constituents regarding projects and initiatives.
- **Team Culture:** Promote a culture of inclusion, with a commitment to the university's equity, diversity, inclusion and Indigenization Initiatives designed to foster an inclusive, supportive, and welcoming work environment. Provide oversight and direction to teams and act as a resource for Renew Program Office colleagues and Initiative leads. Support other activities as assigned as a member of the Renew Program team.

REQUIRED QUALIFICATIONS:

- University degree combined with at least 5 years of progressive program management experience supporting organizational change, including familiarity with at least one of: process reengineering, organization effectiveness/design or technology implementation. Operational leadership experience in any centrally shared service area (for example finance, human resources or information technology) is an asset.
- Experience in higher education is preferred. Organization development, change management, project management, or Lean, Six Sigma certification is an asset.
- The incumbent must be able to attend work on campus for in-person meetings with client groups and the Renew Program Office team (minimum of 2 days per week). Hybrid work is supported.

Consideration may be given to an equivalent combination of education and experience.

SPECIAL SKILLS:

- Exceptional leadership skills with the ability to manage multiple demands and diverging priorities in a time-sensitive, highly visible, results-oriented work environment.
- Exceptional influence and relationship building skills to build alignment, trust and support for the Renew Program.
- Strong written and verbal communication to facilitate work effectively across multiple portfolios within the university at all levels of the organization.
- Proactive and adaptable problem-solving ability to instill confidence in the success of Initiatives and the Renew Program.
- Strong analytical skills and the ability to interpret and develop insights from data and provide actionable recommendations to support data-based choices.