

Who are we?

Have you ever wondered what makes trading and settlement possible in Canada? It's Fundserv—the online ecosystem that ensures every fund transaction is processed timely, accurately and securely. We're an online hub that electronically connects manufacturers, distributors, and intermediaries, enabling them to buy, sell, and transfer investment funds.

Our Culture & Values

Fundserv is guided by our four core values: Collaboration, Adaptability, Integrity, and Respect. Because above all else, Fundserv CAIRS:

- Collaboration
- Adaptability
- Integrity
- Respect

Benefits & Perks

Fundserv provides a comprehensive benefits plan that includes the following:

- Health care spending account
- RRSP with employer match
- Annual performance pay
- Wellness reimbursements
- Employee discount program
- Charitable donation matching
- Flexible hours & remote work options

To better support our employees during Covid-19, we've expanded our benefits:

- Work from home stipend
- Virtual social events including escape rooms, online trivia & games
- Corporate-wide mental health days
- Wellness account for gym memberships, exercise/sports equipment, mental health apps, and more

Location:

Downtown Toronto (Hybrid)

Reports to:

CIO

Department:

CIO Office

Fundserv is an equal opportunity employer. We welcome and encourage applications from individuals with disabilities. Accommodations are available on request – please let us know how we can meet your needs.

The Opportunity

Reporting to the Chief Information Officer, this position has strategic and operational responsibilities across Fundserv for a broad project services portfolio. The Director, PMO and Program Management manages a team of PMs to provide project management and delivery execution capability to strategic, tactical and BAU projects from inception to implementation and project closure, ensuring that the business and technology needs and goals are met, and the negotiated commitments on budget, quality, scope and schedule are achieved.

This role will be responsible for managing the Project Management Office, maintaining and improving project management practices following the industry standards defined by PMI and IIBA, according to the needs and capabilities of Fundserv.

In this role, you will be responsible for:

Project Governance, Oversight and Execution

- Accountable and responsible for successful execution of strategic and tactical projects.
- Responsible for project Governance and Oversight, including program level consolidated status reporting, financial forecasting, tracking KPIs, ensuring project risks and issues are identified and mitigation plans are in place.
- Provides program level reporting to SLT on a regular basis.
- Provides oversight and guidance to the project managers to ensure successful completion and coordination of all efforts.
- Reviews high-level deliverables across the program.
- Responsible for annual program planning and integrated program roadmap, including resource and financial planning
- Ensures execution of the change management strategy and plan
- Delivering program within budget, quality, scope, and schedule.
- Ensure benefit realization monitoring is in place.
- Working closely with diverse teams including IT development and operations and non-IT business areas and stakeholders to establish, maintain, communicate, continuously improve and enforce project delivery life cycle (PDLC) practices for all strategic, tactical and BAU projects; seek stakeholders' input and build agreement and communicate decisions on projects

People & Department Management

- Create a challenging and rewarding work environment that encourages open communication and trust and fosters employee engagement.
- Build and maintain a high-performing team including identifying gaps, making recommendations on team structure, and recruiting for and onboarding new members of the team.
- Coach, mentor and develop a team of mature, independent project management professionals proficient in PM methodologies and practices
- Direct the daily operations of the team, including establishing priorities in line with the company's strategic priorities, developing and maintaining high standards of delivery, ensuring team's access to the tools and resources needed to perform their roles, and managing schedules and team workload.
- Analyze team workflow for improvements and foster an environment of continuous improvement, where team members are empowered to bring forward, participate in, and lead process improvement initiatives.
- Prepare and manage departmental budget, manage team vendors following Fundserv's vendor management process, and approve department invoices.

Why YOU are the person we're looking for

- University degree in Business Administration/Commerce/Information Technology or related field
- Project management/business analysis experience, with an understanding of PM methodologies
- Project Management Professional Certification is a strong asset
- Experience in People Change Management, demonstrated strategic leadership experience
- Advanced knowledge of MS Office suite and MS project
- Ability to adapt to a dynamic and changing environment, excellent problem solving, negotiation and conflict resolution skills
- Excellent communication (verbal and written), presentation, training, and leadership skills
- Ability to work proactively and independently and ability to prioritize activities

If this sounds like you, apply today at hr@fundserv.com.