

Model Office Lead

As the Model Office Lead, you will be responsible to execute the business objectives of the Model Office strategy, align and support training and engagement strategies and program objectives. In addition, the Model Office Lead will be responsible to manage all aspects of the Model Office environment, including data, access and troubleshooting. In this role, you will work closely with key stakeholders to identify requirements and plans for Model Office implementation ensuring input and feedback is gathered and incorporated as the environment is developed. The Lead will oversee, subsequent refreshes, create user scenarios, complete testing and provide ongoing maintenance and support. You will also manage and deliver Model Office sessions, gather feedback from sessions and incorporate as required, identify and address issues and adjust the solution to meet business needs.

The Model Office Lead will be starting on a large scale, multi-year digital transformation project prior to moving into an operational role.

Model Office Definition: The Model Office is a working prototype of operations which reflects the production environment as closely as is practically possible. The Model Office allows us to validate the usefulness and effectiveness of the proposed solution as well as leverage the environment for early knowledge transfer and engagement purposes.

Responsibilities

- Validate the new solution satisfies functional goals and meet performance and quality targets.
- Provide guidance, direction and assistance in analysis, identifying requirements, documentation and scoping activities associated with Model Office implementation and environment refreshes.
- Iteratively test the solution against real scenarios within a simulated work environment to evaluate the usefulness and effectiveness of that solution.
- Work with IT to identify any system integrations, functionality, data migration and access required for each iteration of Model Office.
- Develop standard processes, procedures and check lists for Model Office deployments.
- Plan the desired outputs from the Model Office workshops, including feedback to be prioritized with program leadership, Business Owners, Product Teams and Operational Readiness teams as part of the feedback and corrective action process.
- Manage project scope and schedules and work with other resources to remove barriers to ensure that work is completed within required timelines.
- Work as an owner to align Model Office plan with key deliverables and milestones in the Program Increment plan such as planned releases, stakeholder engagement activities, etc.
- Identify and mitigate risks and issues that emerge throughout Model Office lifecycle.

Qualifications

- Degree Business, Business Analysis, Project Management or related discipline
- Five (5) years of progressive project or leadership experience, with accountability for project completion.
- Supplementary courses in Project Management related discipline an asset.



- SAFe Product Owner certification an asset
- Experience with change management an asset.
- Experience with technical environment management including data, access, and troubleshooting an asset.
- Experience collaborating with or managing cross-departmental teams in a Lean-Agile environment an asset.

OR

- Diploma in Business Administration, Business Analysis, Project Management or related discipline.
- Seven (7) years of progressive project or leadership experience, with accountability for project completion.
- Experience with change management an asset
- Experience with technical environment management including data, access, and troubleshooting an asset.
- Experience collaborating with or managing cross-departmental teams in a Lean-Agile environment an asset.

Plus the following:

- Experience working on multiple projects or initiatives.
- Intermediate knowledge of project management best practices and project management tools.
- Critical thinking and problem solving skills.
- Advanced organizational and time management skills and ability to work in an environment that requires managing multiple, on-going activities within tight deadlines.
- Ability to think strategically and analytically, and deliver tactically.
- Ability to work collaboratively with stakeholder departments and individuals.
- Experience affecting change in organizations (change management strategies, plans and readiness activities).
- Advanced communication skills with the ability to engage, influence, and inspire partners and stakeholders to drive collaboration and alignment.
- Advanced presentation skills with experience presenting to senior management and executive.
- Working knowledge of both traditional and agile project management methodologies.

Deadline date: September 25, 2022