

Senior Program Manager:

We're looking for Senior Program Manager to join our Project Management Office team within our Winnipeg Office.

The Senior Program Manager's primary responsibility is to oversee complex projects or multiple related projects simultaneously, with a focus on customer-facing IT Digital initiatives. The core objective of this role is to ensure on-time delivery with excellence meeting project milestones and deadlines while maintaining the highest standards of quality and performance.

The Senior Program Manager coordinates project activities, manages resources, and monitors progress to guarantee objectives are achieved within scope, budget, and timeline. Serving as a liaison between project teams, stakeholders, leadership (Including C-Suite), the customer and 3rd parties, the Senior Program Manager promotes clear communication and effective risk management. Equally important is the ability to communicate with internal and customer senior executives, ensuring that key business leaders are informed of project status, challenges, and strategic impacts.

Additionally, the role includes oversight, coaching and mentorship of other project managers assigned to projects or workstreams within the program, fostering their professional development and supporting successful outcomes.

The Senior Program Manager actively encourages continuous improvement of processes and standards, cultivates collaboration, and drives the overall success of the PMO with the organization.

Who We Are

Experience the forefront of innovation with Pollard Digital Solutions a division of Pollard Banknote, where we lead the charge in revolutionizing digital solutions for state lotteries. From groundbreaking initiatives like iLottery to crafting immersive player experiences that champion noble causes globally, our team's innovative spirit is driving impactful changes in the industry. Join us in this exhilarating journey, where every contribution makes a difference in shaping the future of lottery gaming.

What We Offer

- Competitive compensation
- Profit sharing program – every role plays a part in our success!
- Company pension
- Health & Extended Benefits
- Opportunities for professional development
- Tuition reimbursement
- Employee & Family Assistance Program
- A variety of committee driven employee engagement activities
- On-Site Cafeteria & Outdoor Patio

- On Site Gym
- Free Parking

What You'll Do

- **Strategic Alignment & Planning:** Defining the overall program roadmap, goals, and success metrics (KPIs) to ensure they align with the company's long-term business strategy.
- **Program Governance & Control:** Establishing governance frameworks, controls, and standards for the program, including reporting procedures, risk management, and change control processes.
- **Multi-Workstream Coordination & Interdependency Management:** Coordinating multiple, concurrent projects and workstreams through an integrated program plan, proactively managing cross-team dependencies, sequencing, and critical-path impacts, and driving timely decisions, action tracking, and issue resolution to keep delivery aligned across all workstreams.
- **Financial Accountability:** Creating, managing, and tracking the overall program budget, including forecasting and ensuring cost-effective utilization of resources across all projects.
- **Resource Capacity Planning & Optimization:** Developing and maintaining program-level capacity plans across multiple workstreams (demand vs. available supply), identifying constraints and gaps, and driving resourcing trade-offs/escalations to prevent bottlenecks and protect delivery commitments.
- **Stakeholder Communication & Engagement:** Acting as the primary liaison between the customer, project teams, vendors, and executive leadership; establishing a governance cadence and delivering concise executive-ready reporting on program health, milestones, interdependencies, financials, key risks/issues, and required decisions.
- **Benefits Realization:** Monitoring program progress to ensure it delivers the intended business outcomes and added value, rather than just technical outputs.
- **Vendor & Third-Party Management:** Coordinating third-party contributions and managing contracts to ensure vendor deliverables meet program requirements.

Risk & Issue Management: Identifying and mitigating program-level risks that could impact the overall strategic objective, escalating issues that cannot be resolved at the project level.

Who You Are

- Must be able to manage multiple projects (National and Global) and priorities
- Experience in complex, cross-functional environments
- Strong problem-solving and decision-making capabilities
- Familiarity with modern project management tools and reporting systems

- Conduct cost/benefit analyses and identify viable alternatives to support decision-making
- Create and execute communication management plans to ensure alignment among stakeholders
- Develop, maintain, and manage comprehensive project and program plans
- Establish and manage project baselines, including scope, schedule, and resources
- Oversee scheduling activities to ensure timely delivery of milestones and deliverables
- Define, collect, analyze, and communicate project metrics, including performance trends and insights

What You'll Bring

- Proven experience managing large-scale programs and multiple concurrent projects
- Deep understanding of project management frameworks, including PMI methodologies
- Strong analytical skills with the ability to translate data into actionable insights
- Demonstrated experience with SDLC processes and deliverables
- Excellent communication, stakeholder management, and leadership abilities
- Ability to balance strategic oversight with hands-on execution.

Pollard Banknote Limited is an equal opportunity employer, committed to promoting and maintaining a diverse and inclusive workforce. Reasonable accommodations are available upon request.

Employment is contingent upon a satisfactory response from a Criminal Record Search.