

WCLC is revolutionizing the way our players interact with our games in an increasingly digital world. You'll be part of a team that is leading the evolution of our business by enhancing WCLC's digital presence to meet our players where they are through innovative online solutions. We invite you to join a team dedicated to defining the next chapter of digital excellence for WCLC and our players.

We are seeking a highly skilled and motivated Program Manager to lead our digital transformation program. You'll need a strong background in managing complex projects, a deep understanding of digital technologies, and the ability to drive change across the organization. This role will be pivotal in ensuring that our digital transformation efforts align with our strategic goals and deliver measurable business value.

Key Responsibilities

As a Program Manager, you'll oversee the entire program – from developing the approach to achieving the desired outcomes through delivery. The role includes coordinating projects and managing resources within the program, communicating with stakeholders, sponsors, and vendors, reporting progress and managing the program's finances.

- **Lead Digital Transformation Program:** Oversee the planning, execution, and delivery of the digital transformation program and related projects. Consolidate and integrate multiple project plans from vendors, partners, and internal teams into a single, aligned master schedule. Ensuring visibility of dependencies, risks, critical milestones, and project/program goals are met.
- **Stakeholder Engagement & Communication:** Collaborate with key stakeholders, including senior leadership, to define program and project objectives, scope, and deliverables. Apply new, creative, and innovative approaches to engage stakeholders, maintain effective communication, and manage expectations throughout the program lifecycle. Foster a culture of open dialogue and collaboration to facilitate program-level discussion to ensure effective outcomes and decision making.
- **Risk Management & Problem Solving:** Identify program risks and develop strategies to mitigate them ensure overall program and project success. Inform stakeholders about identified risks and issues and provide regular updates on the status of risk mitigation efforts. Identify problems early and lead cross-functional teams in identifying the issue, root causes, and solutions necessary. Implement corrective actions addressing issues promptly and minimize disruptions.
- **Team Leadership:** Lead and mentor project teams, fostering a collaborative and high-performance work environment. Provide guidance and support to team members to ensure project goals are met.
- **Performance Monitoring and Reporting:** Establish governance structures and ways of working to enable success. Define and monitor key performance indicators (KPIs) and regularly analyze performance data to identify trends and address deviations from planned

outcomes. Provide timely reports to senior leadership and stakeholders, summarizing progress, challenges, and necessary actions.

Qualifications:

To be considered for this role, we'd like you to have...

- A bachelor's or master's degree in computer science, information systems, business administration or a related field, and/or equivalent work experience.
- Program and Project Management Certification or equivalent is highly desirable.
- Minimum of five years of experience in program management, with a focus on digital transformation initiatives, including ecommerce implementations.
- Five to seven years in diverse roles with increasing leadership responsibilities across major projects and programs.

To excel as our Program Manager, you'll need...

- Strong leadership and team management skills.
- Excellent communication and interpersonal skills.
- Proven ability to manage multiple projects simultaneously
- Proficient in risk management and problem-solving.
- Proficiency in project management tools and software.
- Ability to work independently and prioritize work for multiple positions

Why join WCLC?

Flexibility & Work Life – Balance: We offer a hybrid work environment that allows you to balance your professional and personal life. Enjoy the flexibility to work from home and the office, ensuring you have the best of both worlds.

Collaborative Culture: Work with a diverse and talented team committed to driving positive change.

Who we are

You may not be very familiar with WCLC, but you're almost certainly familiar with the products we help bring to players throughout the Prairie Provinces and the North every day; lottery games like LOTTO 6/49, SPORT SELECT, and dozens of instant scratch tickets.

WCLC is the non-profit organization authorized to manage, conduct, and operate lotteries – at retail and online – and other gaming-related activities for the governments of Alberta, Saskatchewan, and Manitoba as well as the Yukon, Northwest Territories, and Nunavut. We entertain our players while building the future of lottery – delivering innovative, responsible, and trusted experiences that provide growing value for our provinces and territories

We know it's our people that make this possible, which is why we invest in building talented, adaptable, and accountable teams who are proud to live and work in our region. We offer a challenging, collaborative work environment, competitive benefits, and a good work-life balance.

We'd love to talk to you about how you fit into that.