

The WSCC promotes safe work places through education and prevention, and cares for injured workers through a system of no-fault compensation. The system is funded through the collection of assessments from employers and is governed by the *Workers' Compensation Acts* of the Northwest Territories and Nunavut.

The WSCC is committed to an environment free of racism and discrimination, where people feel safe when receiving services. This can be achieved by respectful engagement that acknowledges the importance of cultural differences and values Cultural Safety.

This position is located in Yellowknife and reports to the President and CEO. The WSCC operates within a five year strategic plan. The incumbent provides analysis and advice on strategic decisions and technical expertise in the strategic planning process. To perform this role effectively, the incumbent networks with WSCC employees, managers, senior managers and stakeholders and has an in-depth understanding of the WSCC's goals, objectives and environment. The incumbent is the facilitator for corporate reporting documents and external stakeholder surveys; their analysis of these reports is a crucial input for Senior Management Team and Governance Council for decision-making and strategic direction.

As the lead and technical expert on the WSCC's Continuous Excellence (CE) program, the Corporate Planning and Performance Analyst provides subject matter expertise on Lean and demonstrates the application of Lean to the organization's goal for process improvement and improved customer service. The incumbent works with a team of internal CE Leaders to administer CE and support process improvement activities across the WSCC.

The incumbent compiles corporate publications including Quarterly Updates, annual Corporate Plans and the Annual Report and is responsible to ensure key messages of the WSCC are consistent with the priorities and objectives set by the Governance Council.

RESPONSIBILITIES

1. Provides analysis and advice to the WSCC's Senior Management Team and Governance Council on strategic decisions and technical advice on the strategic and corporate planning process.

- Provides advice by analyzing and disseminating data from corporate reports (Quarterly Management Reports, Key Performance Indicator (KPI) Reports and other management reports) and external client surveys and gives recommendations for decision-making and strategic direction to the Senior Management Team and Governance Council.
- Provides advice for the development of KPI's and maintains the performance measurement system to support the WSCC's Vision, Mission, Values and strategic priorities.
- Prepares reports for the Governance Council and President to communicate the WSCC's strategic direction and resulting performance to internal and external stakeholders, including KPI updates and measurements against targets.

- Collects, analyzes and provides data that is relevant and necessary strategic decisions; manages the strategic planning process in conjunction with an external facilitator; coordinates meetings necessary to facilitate the process.
 - Liaises with the Data Analysts to measure success of the strategic plan.
 - Produces an annual Environmental Scan in support of the corporate planning process, undertaking a PESTLE analysis of the regional, territorial, national, and international contexts impacting the WSCC.
- 2. Leads and/or provides technical expertise in the development of the WSCC's Continuous Excellence (CE) program, an initiative using Lean principles to improve business processes and customer service to stakeholders.**
- Develops and maintains the Continuous Excellence program, including identifying and recommending corporate resources and support, maintaining the internal communication and branding of the program, and tracking of program results for the Leadership and Senior Management Team and the Governance Council.
 - Manages external Lean Consultant contracts, including coordinating training for WSCC staff, leveraging their expertise for corporate deployment of Lean for the Continuous Excellence program and overall project management.
 - Manages the internal CE Leadership Team, including recommending training, managing resources, and supporting their role as ambassadors, facilitators, and project management support for process improvement activities.
 - Supports in-house training and expertise on Lean principles and concepts and promotes and supports the application of Lean to workplace processes.
- 3. Facilitates the strategic and corporate planning process, liaising with senior staff to develop objectives, actions, and initiatives, as well as producing the written content and key performance indicators pursuant to legislative requirements.**
- Develops and coordinates timelines for each stage of planning, liaising with senior management, managers, and project managers as required.
 - Works closely with the Senior Financial Planning and Performance Analyst to align annual plans with the budgeting process, ensuring that projected activities are appropriately resourced.
 - Provides facilitation support to WSCC units to develop plans, including collaboration between units on cross-divisional priorities.
 - Ensures that objectives, actions, and initiatives align with the five-year strategic direction of the organization as well as the Vision, Mission and Values.
 - Produces the written content for the Corporate Plan, coordinating with the Communications Unit and Financial Services Division to compile annual corporate plans in accordance with legislative requirements.
 - Coordinates the parallel planning process for the WSCC's Internal Strategic Plan, ensuring that internally-focused projects are adequately resourced, planned, and aligned with the Vision, Mission and Values.

4. Undertakes planning and performance measurement through production of annual Corporate Plans, Quarterly Updates, and the Annual Report.

- Facilitates, in conjunction with the Communications unit, the publishing of the Annual Report and the Strategic and Corporate Plan to provide information to stakeholders and to fulfill the WSCC's legal reporting obligations to the Legislative Assemblies of the Northwest Territories and Nunavut.
- Facilitates development of Key Performance Indicators with the Governance Council and Senior Management Team for quarterly and annual monitoring of corporate performance.
- Advises the Senior Management Team, Leadership Team and all staff on corporate performance and strategic progress through the coordination, collection and publishing of Quarterly Updates.
- Produces the written content and Key Performance Indicator results included in the Annual Report, coordinating with the Leadership Team to evaluate corporate performance on objectives, actions, and initiatives identified in the Corporate Plan.
- Collects quarterly qualitative and quantitative updates from Leadership on objectives, actions, and initiatives identified in the corporate plan, validating the information and producing a strategic monitor document for the Governance Council and external stakeholders.
- Collaborates with the Communications Unit and the Financial Services Division to compile and produce the Annual Report in accordance with legislative deadlines.
- Prepares and may present findings and recommendations from planning and reporting sessions to the Senior Management Team, as required.

5. Participates in the development and facilitates the execution of external client surveys to provide the President, Senior Management Team and Governance Council with information on stakeholder opinion.

- Liaises with divisional teams to develop research goals and objectives for external client surveys.
- Develops survey questionnaire and provides regular reviews of the survey for recommendations on changes and additions to research needs as required.
- Prepares, analyzes and disseminates survey results for the President, Senior Management Team and the Governance Council to be used in strategy decisions.
- Manages the external service provider that administers the survey, including identifying project scope and overall project management.

6. Maintains and regularly reviews the WSCC's Service Standards document.

- Undertakes regular review of the WSCC's Service Standards document, collaborating with Leadership to determine appropriate timeframes for all WSCC operations.
- Ensures that adjustments to service standards are undertaken as required, provided appropriate rationale is approved by Senior Management.
- Ensures that externally-published service standards align with the standards maintained internally, and that staff have access to review and understand the document.

7. Provides leadership and advice on administration of cultural safety activities at the WSCC.

- Provides administrative support for the planning and execution of cultural safety activities pursuant to the objective, actions, and initiatives in the annual Corporate Plan.
- With in-depth knowledge of the 2018-2022 Strategic Plan, identifies linkages and opportunities with cultural safety and other strategic items.
- Supports the coordination of training in cultural awareness, sensitivity, and competence.
- Provides monitoring and evaluation support for cultural safety activities quarterly and annually.

WORKING CONDITIONS

Physical Demands

No unusual demands

Environmental Conditions

No unusual demands

Sensory Demands

No unusual demands

Mental Demands

In addition to those typically associated with an office environment, the incumbent may experience additional stress due to conflicting opinions and direction from various hierarchical levels in the organization.

KNOWLEDGE, SKILLS AND ABILITIES

- Experience in or with strategic planning, evaluation and research techniques.
- Strong interpersonal skills and demonstrated ability to communicate orally and in writing at a senior level.
- Ability to work independently, with little supervision and make sound decisions and recommendations to Senior Management and the Governance Council.
- Experience in successfully applying quality management, process improvement, and problem-solving tools and methodologies.
- Demonstrated ability to work collaboratively with external suppliers, managers, and front line employees within the organization.
- Strong organizational skills and abilities, including the coordination and prioritization of complex and concurrent project and deadlines.
- Superior analytical, problem solving and research skills with the ability to adapt and develop methodologies when required.

- Demonstrated ability to analyze and interpret data and provide actionable recommendations from data.
- Excellent computer skills (word processing, spreadsheets and presentation software, including Microsoft Office Suite, Adobe InDesign, and SharePoint).

Typically, the above qualifications would be attained by:

A Bachelor’s Degree in a related discipline combined with three years of broadly based practical experience in strategic or corporate planning and performance measurement within governmental or non-governmental agencies. Related education includes but is not limited to, political science, public administration, and business administration.

Experience with Lean business concepts and the ability to apply them to workplace processes is considered an asset.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- French required (must identify required level below)
 - Level required for this Designated Position is:
 - ORAL EXPRESSION AND COMPREHENSION
 - Basic (B) Intermediate (I) Advanced (A)
 - READING COMPREHENSION:
 - Basic (B) Intermediate (I) Advanced (A)
 - WRITING SKILLS:
 - Basic (B) Intermediate (I) Advanced (A)
- French preferred

Aboriginal language: To choose a language, click here.

- Required
- Preferred

CERTIFICATION

Title: Corporate Planning and Performance Analyst

Position Number(s): 97-9883

<p>_____ Employee Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p><i>I certify that I have read and understand the responsibilities assigned to this position.</i></p>	<p>_____ Supervisor Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p><i>I certify that this job description is an accurate description of the responsibilities assigned to the position.</i></p>
<p>_____ Senior Manager</p> <p>_____ Date</p>	
<p>_____ President & CEO</p> <p>_____ Date</p> <p><i>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</i></p>	
<p>The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position.</p>	

Reviewed by Human Resources: _____