

IDENTIFICATION

Department	Position Title	
Workers' Safety and Compensation Commission	Senior Business Analyst/Project Manager	
Position Number(s)	Community	Division/Region(s)
97-9973	Yellowknife	Performance and Corporate Services

PURPOSE OF THE POSITION

The Senior Business Analyst (SBA/PM) is responsible for conducting business analysis and managing the planning and delivery complex projects relating to process and performance improvements for the WSCC. The incumbent is responsible for planning, analysis, and implementation of new and upgraded processes and systems. The SBA/PM works with internal staff and vendors to develop an understanding of project objectives and to apply their experience to operational improvement initiatives.

SCOPE

The Workers' Safety and Compensation Commission (WSCC) is a Crown Corporation of the Governments of the Northwest Territories and Nunavut that is directed by a Governance Council through the President & CEO. The WSCC headquarters operations are located in Yellowknife and regional operations in Iqaluit and Inuvik.

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 based in Yellowknife and reports to the Manager, Performance and Innovation. The SBA/PM supports the Mission, Vision and Values of the WSCC by ensuring that services to outside stakeholders are supported by optimized and value-adding processes.

This position works collaboratively with the entire Performance and Innovation team and as a senior technical resource, they must bridge the gap between the WSCC's operational knowledge

and all technical expertise, both in-house and outsourced. The incumbent also serves as an in-house consultant to Business Analysis and Project Management functions. Additionally, this position plays a role in ensuring that the WSCC's project pipeline is managed in accordance with the Commission's strategic priorities, which are set by the Governance Council.

The incumbent has considerable latitude to make decisions and must have highly effective decision-making and problems solving skills. He/she must be very well informed on current policies and legislation as well as Business Process Improvement techniques and methodologies.

RESPONSIBILITIES

1. Plan and lead business analysis activity

- Consult with Senior Managers, Managers, Supervisors (Leadership team) and stakeholders to determine anticipated objectives, inputs and outcomes for organizational changes.
- Ensure that the business needs of the stakeholders are considered, effectively evaluated and that issues and problems are addressed
- Participate in consultation sessions with clients and stakeholders to encourage sharing of information
- Determine potential costs and benefits of introducing changes to organizational systems and processes.
- Identify system/process deficiencies and areas of waste and make recommendations for improvement
- Lead the development and execution of continuous improvement strategies

2. Analyze and deliver initiatives to improve business processes and performance:

- Analyze business processes and workflows with the objective of introducing improvement or automation
- Facilitate process redesign workshops to elicit information by using process maps and business requirements documents.
- Lead and manage process change
- Identify areas or organizational waste (Muda) and recommend ways by which it can be addressed
- Use statistical analysis to understand and identify potential opportunities and problems related to process and performance.

3. Documents, plans and ensures the successful completion of complex projects (typically with significant business impact, and risk).

- Adopt and adapt project management methods and tools, selecting appropriately from plan-driven/predictive approaches or more adaptive (iterative and agile) approaches
- Plan, execute and deliver multiple projects simultaneously by effectively scheduling shared resources, removing organizational bottlenecks, applying appropriate methodologies and maximizing project capabilities.
- Responsible for timely task and project prioritization

- Set clear project expectations and ensure that cross functional project teams are accountable for delivery
- Ensure that effective project control, change control, risk management and testing process are maintained
- Monitor and control resources, operations and maintenance costs and capital costs against the project budget and manage expectations of all project stakeholders
- Ensure adherence to quality standards and review of project details
- Effectively monitors and maintains financial records and tracking of project budgets and components costs
- Work with and lead contractors and other project staff to execute complex projects
- Develop and implement governance framework for enterprise projects

4. Assist in the development of project/portfolio planning exercises for the WSCC.

- Provide expert advice and guidance to the Manager, Performance & Innovation on industry trends and solutions to business needs
- Assist in determining business technology priorities in consultation with the Manager, Performance & Innovation and WSCC leadership team
- Assist in implementing the Performance & Innovation strategic and business plans for WSCC and ensuring that the plan is in compliance with WSCC corporate plan.
- Investigate the implications of legislation, policy and regulation frameworks for new and existing systems and processes.

WORKING CONDITIONS

Physical Demands

As normally associated with an office environment.

Environmental Conditions

As normally associated with an office environment.

Sensory Demands

As normally associated with an office environment.

Mental Demands

The SBA/PM is faced with multiple priorities, and tight deadlines, resulting in frequent stressful periods.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to motivate internal staff and team members to achieve project goals.
- Ability to manage change and its effect on the organization and project resources.
- Demonstrated ability to develop processes and define high-level requirements.
- Extensive practical knowledge in use in report software, spreadsheets, graphs, and flow charts.
- Knowledge of project management principles, methodologies, processes and best practices.

- Knowledge of Lean/Six Sigma principles and practices
- Knowledge of the Business Analysis Body of Knowledge (BABOK)
- Ability to recognize and escalate problems and opportunities in a timely manner.
- Excellent communications skills (speaking, writing and listening).
- Ability to work independently as well as contribute effectively in a team environment.
- Ability to pro-actively identify concerns, issues, and potential solutions and recommendations.
- Ability to work in a rapidly changing environment.
- Excellent analytical, mathematical, and creative problem-solving skills.
- Ability to translate complex technical information into plain language;

Typically, the above qualifications would be attained by:

A Bachelor’s degree in Business Management, Information Technology, Financial Management or similar relevant field, with four years of project management, and business analysis experience.

Certification in any of the following is an asset:

- Lean/Six Sigma Certification.
- BPM Certification
- BA Certification (CBAP/CCBA, BCS BA Certification, PMI-PBA, etc).
- Project Management Certification (PRINCE2 or PMP)

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: Senior Business Analyst/ Project Manager

Position Number(s): 97-9973

<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>_____ President & CEO</p> <p><i>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</i></p>	<p>_____ Date</p> <p>_____ Date</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.

Reviewed by HR: _____