

## PERMANENT EMPLOYMENT OPPORTUNITY

### Manager, Business Evolution *Halifax Nova Scotia*

It's a time of incredible opportunity for The Workers' Compensation Board of Nova Scotia (WCB), as the organization embarks on a transformational path, guided by a new strategic plan founded in a simple vision - to protect the Nova Scotia workforce. As the Manager, Business Evolution, you play a critical role providing leadership to enable continued improvement and learning, evolution and innovation of service delivery methods aimed at improving the customer experience, service quality, and internal efficiency as it relates to claims, policy and billing areas for the organization.

### About the Workers' Compensation Board of Nova Scotia

WCB is the province's provider of workplace injury insurance. We inform and inspire Nova Scotians in the prevention of workplace injury. But if it occurs, we support those whose lives it touches by championing a timely return to safe and healthy work. We also provide caring, compassionate support in the wake of workplace tragedy. Our employees describe the culture as Collaborative, Evolving, Service-Minded and Team-Focused.

### About the Role

Reporting to the Director, Business Evolution, this role leads and supports the business through change and works in collaboration with key partners to develop roadmaps and implement business support performance measures to ensure that key performance indicators and key operational indicators meet business requirements. They stay current with the evolution of related systems and service strategies and works collaboratively with stakeholders inside and outside the organization to enhance the customer experience and improve processes. This role works closely with business operations to support business planning, problem-resolution activities, continuous improvement and plays a lead role in business continuity planning during system outages while leveraging the investment in technology that support service delivery outcomes. This includes supporting service delivery through audit functions and reviewing services to understand and develop strategic insights and recommendations to fuel continuous improvement and evolution.

The Manager, Business Evolution, identifies opportunities to leverage systems and processes to support service delivery and drive continuous improvement, evolution, and innovation to achieve organizational and service objectives. This role is the focal point for all enhancements to service delivery, including applicable process changes, people changes, system/service enhancements, system defects, and other projects that may have legislative, regulatory, or other mandated impacts. This includes leading and driving continuous learning in technical areas as well as other areas that fall within the given scope. He/she participates in new demand scoping and triages demand by prioritizing and approving incoming requests in consideration of rationale, benefits and timing, and overall business impact and alignment with the vision/strategy.



**Within in the next 6 months the Manager is expected to:**

1. Work with Business Evolution/Service Excellence Leadership to collaborate on the appropriate structure for the team
2. Create a system for the identification, tracking and operationalization of continuous improvement opportunities
3. Work with colleagues, determine best operational business support model for systems that fall within Business Evolution's business ownership (that aligns with the technical support of the systems)

## Your Experience & Skills

- A University degree in Business, Social Sciences, Health discipline, or a related field, plus (5) years' experience in a senior decision-making capacity; three (3) of which involved demonstrated experience in a leadership capacity or role.
- Project Management, Lean Six Sigma and/or Continuous Improvement courses/certifications would be considered an asset.

**We offer a competitive compensation package ranging from \$90,359 - \$112,951.**

## Application Details

Please email your resume and cover letter to [hrdept@wcb.ns.ca](mailto:hrdept@wcb.ns.ca) by **4pm on September 13, 2024**. In the **subject line** of your email, please quote competition number: **JV 136-24 EXT Manager, Business Evolution**.

**We thank all candidates for their interest. Selected candidates will be contacted to participate in interviews. Please note: WCB is required to check all employment references before presenting an offer to the successful candidate.**

## Diverse & Inclusive Workplace

The WCB Nova Scotia is an equal opportunity employer, committed to an inclusive workplace culture and an accessible work environment where diversity thrives.

The WCB Nova Scotia is the province's provider of workplace injury insurance. Our people are safety champions with a caring, compassionate and can-do-attitude. At the WCB Nova Scotia, every employee is an important contributor to our organization's corporate goals. We strive to advance our inclusive workplace culture by weaving the social, cultural, visible, and invisible differences of our employees into our way of work. We also take inspiration from the diverse communities we serve across Nova Scotia.

We have adopted a foundational Inclusive Workplace Policy that strives to build upon our core values of safety, care and compassion. We stay in practice to increase our cultural competency and strengthen our relationships with community.

The WCB Nova Scotia is committed to an inclusive recruitment process and workplace that is accessible and accommodating to individuals with disabilities and other protected characteristics to support their full participation in the recruitment process and workplace.

## Accommodation Request

WCB Nova Scotia is an equal opportunity employer that is committed to working with job candidates and employees to request reasonable accommodation in a confidential manner.

To request accommodation, please contact the Human Resource team by email at [hrdept@wcb.ns.ca](mailto:hrdept@wcb.ns.ca). All information received will be kept confidential.

To learn more about WCB Nova Scotia, visit [www.wcb.ns.ca](http://www.wcb.ns.ca) or connect with us on [LinkedIn](#).