



Job Posting

Director of Business Transformation

Who We Are

Founded in 1891, the College of Pharmacists of British Columbia (CPBC) is located on the traditional, ancestral and unceded lands of the x^wməθk^wəyəm (Musqueam), Sk̓wx̓wú7mesh (Squamish), and səliiwətaʔ (Tsleil-Waututh). CPBC is a BC health regulatory body and is a vital link in the chain of trust between patients, pharmacists and pharmacy technicians; Its job is to protect the health and safety of the public by licensing and regulating pharmacists and pharmacy technicians and the pharmacies where they practice. CPBC is responsible for making sure every pharmacist and pharmacy technician in BC is fully qualified and able to provide the public with safe and ethical pharmacy care.

CPBC believes in integrity, transparency, and excellence. As part of our team, you can expect to be treated professionally and with respect. We strive to work hard as a team to succeed, while supporting our staff in achieving a healthy work-life balance.

Our Values

Accountability

- *We value the importance of our work and take responsibility for our decisions, words and actions.*

Integrity

- *We act ethically, honestly and in good faith.*

Indigenous Cultural Safety and Humility

- *We help to ensure that Indigenous Peoples have access to a culturally safe healthcare system, free from Indigenous-specific racism.*

Respect

- *We value the feelings, culture and preferences of others and recognize that they are as important as our own.*

Our Diversity, Equity and Inclusion Commitment

CPBC is committed to helping our health system become culturally safe and free from Indigenous-specific racism. As recognized in our current Strategic Plan and the [In Plain Sight](#) report, and acknowledged as a gap in our staff complement at CPBC, we are very interested in recruiting Indigenous individuals into our leadership roles and encourage their applications.

We are committed to fostering, cultivating, and preserving a culture of diversity, equity and inclusion. CPBC seeks to attract, retain, and develop a qualified, capable, and diverse workforce that that is reflective of all our communities. We are committed to employment equity by ensuring all human resource practices comply with the provisions of the Human Rights Code, address unintentional bias and are impartial, fair and honest. CPBC also fosters a welcoming, inclusive, and respectful environment where ongoing diversity, equity and inclusion learning and training are offered; cultural and social awareness are provided; and religious observances are acknowledged.

About the Role

Based in BC's Lower Mainland, we are seeking to hire an individual with at least seven (7) years of experience in a leadership/management role, with experience working in a regulatory and/or government organization in business transformation, change management, or strategic consulting roles to take on the new permanent full-time position of **Director of Business Transformation**. The successful candidate has a bachelor's degree in business administration, management or a related field and would be an asset to have relevant certifications such as Change Management Practitioner, Prosci Change Management, Lean Six Sigma, Project Management Professional (PMP), or Certified Analytics Professional (CAP).

Reporting to the COO, the Director of Business Transformation oversees the areas of program management, business analysis and continuous improvement, data analytics and insights, and enterprise change management. This position plays a pivotal role in driving strategic initiatives to modernize and optimize our organizational processes, systems, and services. Working closely with leadership, partners, and cross-functional teams, the successful candidate will spearhead efforts to ensure the successful implementation of innovative solutions that align with our organizational goals and priorities.

Key Responsibilities

- **Strategic Planning:** Develop and execute a comprehensive business transformation strategy aligned with the organization's vision, goals, and objectives. Identify key areas for improvement and innovation to drive operational excellence and enhance service delivery. Develop an implementation and reporting plan for an organizational wide balanced scorecard and objectives and key results. Assist with organizational wide strategic planning.
- **Change Management:** Lead change management efforts by fostering a culture of innovation, collaboration, and continuous improvement. Effectively communicate the rationale, benefits, and impacts of transformation initiatives to partners at all levels of the organization.
- **Project Leadership:** Direct and oversee large-scale transformation projects from inception to completion, ensuring alignment with strategic objectives, timelines, and budgetary constraints. Provide guidance, support, and mentorship to project teams to drive successful outcomes.
- **Process Optimization:** Evaluate existing processes, systems, and workflows to identify inefficiencies, bottlenecks, and areas for improvement. Implement best practices, methodologies, and tools to streamline operations, enhance productivity, and drive cost savings.
- **Technology Integration:** Collaborate with IT teams and technology partners to assess, select, and implement innovative technologies and digital solutions that support business transformation objectives. Drive the adoption of emerging technologies to optimize service delivery and enhance the user experience.
- **Performance Measurement:** Establish key performance indicators (KPIs) and metrics to monitor the progress, effectiveness, and impact of transformation initiatives. Conduct regular assessments and evaluations to track performance against targets and drive continuous improvement.
- **Partner Engagement:** Build and maintain strong relationships with internal and external partners, including senior leadership, department heads, government agencies, and community partners. Collaborate closely with partners to gather feedback, gain buy-in, and address concerns throughout the transformation process.
- **Business Analysis Oversight:** Lead the development and implementation of a robust business analysis strategy to leverage data-driven insights for decision-making and performance optimization. Collaborate with data analytics teams to identify key metrics, trends, and opportunities for improving operational efficiency, service quality, and organizational outcomes.
- Lead and manage the department, set performance targets and measures; monitor, report, and manage overall performance of the team; and take corrective action where necessary.
- Help promote risk management practices by identifying, assessing, and mitigating project risks.
- Lead complex and/or time sensitive projects; and manage project budgets across CPBC.

Key Responsibilities (Cont'd)

- Manage and build team cohesion and collaboration amongst teams to ensure deliverables are achieved; and elevate team morale.
- Provide leadership to the team and motivate them; participate in building and training project teams to expand their capabilities by establishing best practices, policies, and methodologies, quality assurance and control, tools, and templates.
- Develop and manage partner relations with other health regulators, vendors, agencies, and other partners on strategic initiatives to ensure projects meet legislation standards and CPBC's objectives.
- Advocate for learning, process improvement, and project management for the organization.
- Maintain professional knowledge to contribute to the improvement of project management best practices across the organization and to help drive consistency, transparency, and execution on projects.

Qualifications, Skills and Knowledge

- Bachelor's degree in business administration, management, or a related field.
- Over 7 years of relevant work experience in a leadership/management role (or an equivalent combination of education and experience).
- Experience working in a regulatory and/or government organization in business transformation, change management, or strategic consulting roles.
- Relevant certifications such as Change Management Practitioner, Prosci Change Management, Project Management Professional, or Certified Analytics Professional are assets.
- Excellent strategic planning and project management capabilities, with a demonstrated ability to lead large-scale transformation initiatives from conception to implementation.
- Deep understanding of business process optimization, technology integration, change management principles, and business analytics.
- Strong communication, negotiation, and interpersonal skills with an ability to effectively engage and influence all levels of the organization.
- Strong written communication skills and business acumen.
- Strong problem-solving and analytical skills, with a data-driven approach to decision-making and performance measurement.
- Knowledge of public sector policies, regulations, and governance frameworks is an asset.
- Ability to interpret, apply and execute approved policies, strategic directions, and operational functions.
- Ability to reconcile differing perspectives, develop consensus and secure cooperation and support from partners and team members.
- Strong digital acumen, including demonstrated knowledge of adopting/using appropriate technologies.
- Proficient in Microsoft Office Professional (Intermediate to Advance level of Access, Excel, OneNote, Outlook, PowerPoint, Publisher, Word, and Microsoft Teams) and Microsoft Project.
- Effective leadership skills and an ability to maintain a high performing team.
- Emotional intelligence with an ability to be understanding and manage own emotions.
- Ability to maintain objectivity and fairness.
- Ability to be approachable and actively listen.
- Ability to build and maintain effective working relationships with all partners.
- Ability to maintain tact when dealing with a diverse group of people with different personalities.
- Ability to exercise diplomacy, tact and discretion when working with confidential/sensitive information.
- Ability to use a common-sense approach and demonstrate sound judgement.
- Ability to deliver results under pressure.
- Strong detail orientation and drive for accuracy.

What We Offer

The salary range for this position is \$126,000 – \$155,000 annually based on a 35-hour work week. The starting salary will be determined based on factors such as the successful candidate's job-related knowledge, skills, experience; salaries of other employees in the same salary range; market conditions and other relevant factors.

We provide a competitive compensation; an attractive paid time off package that gives annual vacation, personal days, and additional days off during the year-end office closure; and extended benefits that include a defined benefit plan with the Municipal Pension Plan. We have a flexible work environment that includes a hybrid work model with an assigned schedule. We offer opportunities for personal and professional growth; provide flexibility; strive for work-life balance; and provide an excellent and dynamic work environment where innovation, teamwork and creativity are highly valued.

How to Apply

We support and offer accommodation for applicants with disabilities to take part in the selection process. Please let us know if an accommodation is required when you are contacted about an interview and/or assessment. All information in relation to accommodation is kept confidential.

Please submit a cover letter and resume to hr@bcpharmacists.org by end of day **Monday, January 20, 2025**. This opportunity will remain posted until filled; however, priority consideration will be given to those who apply by the deadline. References, education and professional credential verifications, and a criminal record check may be required for all final candidates.

**Please note that applications will not be kept on file and only applicants selected for an interview will be contacted.*