

MANAGER OF FIRMS

Department	Professional Standards
Position Summary	Reporting to the Director of Professional Standards, the Manager of Firms is responsible for the development, management, monitoring, reporting, program evaluation and continuous improvement of the APEGS Regulation of Firms Program (RFP). It plays a lead role in establishing advisory groups and engagement strategies aimed at hearing the voice of firms that are registered and regulated by APEGS. It is also responsible for developing policies, practice standards, and processes, including audit processes that facilitate effective and efficient registration and regulation of firms that perform the practice of engineering and geoscience Saskatchewan. As a member of the Professional Standards management team, the position supports and provides back-up to peers and the Director. As a member of the APEGS management team, the position works collaboratively across all departments, participating in and contributing to the overall strategic plans and priorities of APEGS. .

Key Accountabilities and Duties

Program Management and Compliance

- Oversee, review, and revise processes for receiving and reviewing for approval applications for Certificates of Authorization.
- Oversee, review, and revise processes for receiving and reviewing Notices of Intent to Consult to provide Permission to Consult.
- Oversee, review, and revise processes for receiving and reviewing for approval requests to use protected words in business names.
- Develop and manage relationships between APEGS and those firms applying for Certificate of Authorization to practice.
- Manage quality assurance, program monitoring and program changes to align with legislation and policy.
- Manage and train program auditors and practice plan assessors.
- Manage the audit processes and compliance related to the Regulation of Firms program.

Program Development and Implementation

- Lead development of a major review and expansion of the Regulation of Firms Program including researching leading practices in regulation of firms, enhancing current registration processes, and developing modern practices in the regulation of firms.
- Apply project management and communication and collaboration methods with firm registrants and peer regulators.
- In consultation with the Director, Professional Standards (Director), ensure program development aligns with the evolving committee structure of APEGS, the APEGS strategic plan, and department plans.
- Assume the role of project manager in the development work, including identifying structure, content, and project resources. Establish the steering committee and communication and change management plans that address all interested parties, including the APEGS Council.
- In consultation with the Director, prepare and present project status updates in an appropriate medium to identified audiences.

- Research best practice in registration of firms frameworks and models in peer regulatory bodies. Scale and/or tailor research findings in the APEGS program, leveraging effective methods that other professional regulators have found to be successful.
- Identify and recommend amendments to applicable legislation, regulations, and bylaw amendments, as part of the APEGS Act and Bylaws Review initiative.
- In consultation with the APEGS communications experts, develop and implement a communications plan aimed at building registrant awareness and understanding in a progressive manner during program development and implementation.
 - Specifically for existing corporate registrants, develop and integrate change management and readiness strategies into project planning and execution, which may include constructing appropriate forums that keep corporate members apprised of program development and provoke engaging discussion and input as the program development progresses.
- Develop an implementation plan, including test or pilot phase prior to full launch. Ensure implementation planning considers impacts internal to APEGS and to corporate members.
- Represent APEGS at the National Practice Officials Group and National Professional Practice Exam Committee.

Operations

- Collaborate with APEGS management peers to identify professional development priorities identified through APEGS regulatory programs, processes, or awareness of emerging issues.
- Support the APEGS Professional Development Program by providing input and subject matter expertise on content related professional development learning topics and professional practice standard content.
- Provide direct people leadership to any direct reports including all HR administration, onboarding and orientation, training and development, performance management, employee relations and safety.
- In consultation with the APEGS technology experts, identify and participate in business process improvement and system automation initiatives
- Prepare, recommend, and manage annual budgets for the Regulation of Firms Program.
- Initiate opportunities to strengthen cross functional cohesiveness of the management group on projects or programs that impact other departments/areas of APEGS.
- Within budget, negotiate, recommend, and manage third-party service contracts as needed to effectively run the Corporation Registration Program.
- Develop effective working relationships with service providers, volunteer committee members, subject matter experts to maximize collaboration opportunities and partnerships.
- Actively participate in strategic and operational planning processes, as part of the management team. Apply the outcomes of APEGS planning and prioritizing exercises to guide corporate registration focus and priorities, key performance metrics, and reporting (in consultation with the Director)
- In consultation with the Executive Director and Registrar, fill in for the Director of Professional Standards, including:
 - Attending Committee/Board/Council meetings if required.
 - Taking lead on resolving pressing issues, needed decisions, team-related issues or meetings.
- Keep abreast of developments and industry trends related to the engineering and geoscience professions across Canada.

Qualifications

Education and Experience

- This position requires, at a minimum, an undergraduate degree in Engineering or Geoscience. In addition, an MBA is considered an asset. (APEGGS will also consider an undergraduate degree in Business Administration or Commerce, supplemented by progressive experience in a regulatory environment, or volunteer experience with a professional regulatory body.)
- Minimum of 5 years professional experience (post licensure) in engineering, geoscience, or other regulated profession, with a professional designation is required.
- Proven experience facilitating volunteer groups, committees, or advisory groups.
- Progressive experience in organizational performance, strategy, and business planning is considered an asset.
- Experience with program management, end-to-end, is highly desirable.

Knowledge, Skills and Abilities

- Proven ability to collaborate with others to ensure a healthy and supportive work environment.
- Proven ability to apply sound judgement and make decisions reflective of facts, protocol, and applicable policy guidance, while also demonstrating regard for any unique, complex or sensitive circumstances.
- Skilled in building trusted connections and maintaining effective working relationships both internal and external to APEGGS.
- Models effective, forthright and respectful communication and interactions with internal and external contacts, with a strong commitment to help others be successful.
- Demonstrated self-awareness, accountability of self, and personal capacity.
- Demonstrated ability to adapt and apply resiliency in response to change or unfavorable situations.
- Superior computer skills including demonstrated competence in MS Office 365.
- Demonstrated business acumen.