
File #: 2021-63-0824
Position: Project Manager, Operational Readiness – Permanent Full-Time (1)
Department: Redevelopment, Data, and Operational Readiness (RDO)
Location: Virtual and Burlington Head Office, Ontario (Travel may be required – GTA)
Posted: August 24, 2021
Deadline: August 31, 2021

ABOUT SHARED SERVICES WEST

Established in 2001, Shared Services West (SSW) is a not-for-profit shared services organization with end-to-end expertise in supply chain management, supporting hospitals and other public sector organizations. Our purpose centres on driving total value across the public sector while minimizing risk and supply chain disruption. Working collaboratively with our stakeholders, we deliver cost-efficient services and continually evolve to meet emerging needs.

We are proud of our values and culture, which are at the heart of everything we do. We demonstrate a commitment to excellence, willingness to champion change, focus on working together, and dedication to our people first. These values set the standard for how we behave and work.

ABOUT OPERATIONAL READINESS

The Operational Readiness team is primarily responsible for initiating, managing, and implementing special projects with our external customers, focusing on operational readiness, supply chain optimization, and best practice reviews. The Operational Readiness team also plays a key role in onboarding SSW customers to other operational areas within SSW.

The Operational Readiness team resides within the Redevelopment, Data, and Operational Readiness (**RDO**) department. RDO consists of four core teams: 1) Operational Readiness, 2) Data Management, 3) Business Intelligence, and 4) Redevelopment, which work closely together to provide support to our external customers with data, redevelopment, and optimization projects, as well as day-to-day support with supply chain data.

JOB SUMMARY

The **Project Manager** reports to the Manager, Operational Readiness, and is responsible for the overall execution, monitoring, control, and close-out of customer projects within SSW's Operational Readiness portfolio, ensuring consistency with existing plans, customer commitments, and organizational goals.

If you enjoy a fast-paced environment, you pride yourself on your ability to balance multiple priorities, work with multiple stakeholders, and you value being part of a great team - apply for this opportunity.

PRIMARY RESPONSIBILITIES

The primary duties and responsibilities include, but are not limited to:

- Provide day-to-day project management support for ongoing projects, including tracking and reporting on all project deliverables.
- Provide leadership and guidance to the project team during all stages of the project lifecycle (conception, initiation, implementation, and close-out).
- Conduct project team meetings (Steering Committee, Project Working Groups).
- Plan, design and direct projects to deliver on goals within key workstreams.
- Coordinate project activities with project resources (as applicable), ensuring that work is completed on time, documents are retained, and all work is tracked.
- Prepare and maintain project documentation, such as project charter, status reports, and final close-out reports.
- Provide quality assurance for project deliverables and reporting, ensuring high quality of work.
- Collaborate with other SSW teams for subject matter expertise support (as required).
- Leverage existing and/or develop new project tools for external (hospital) and internal (SSW) audiences; ensure scalability of tools for future projects.
- Support project initiation and planning for new projects across the organization, including high-level project plans and scoping exercises.
- Support development and delivery of impactful reporting and analytics to SSW Leadership and customer organizations; to be delivered on an ad-hoc or recurring basis, as required.

- Present tracker defining project progress, potential risks, and proposed solutions on a monthly basis to Manager and internal Leadership, as required.
- Present any issues daily or weekly, pending the level of concern, to ensure timely response and minimal impact on the project.
- Perform other related reporting and tasks as assigned.

POSITION REQUIREMENTS

Education

- Post-secondary degree, preferably in project management, business, or healthcare.
- MBA is a strong asset.
- PMP certification is a strong asset.

Work Experience

- Minimum 2+ years of work experience in project management.
- Minimum 2+ years of work experience as an Analyst or in an analytical role.
- Previous experience within healthcare is an asset.

Knowledge and understanding

- Project management techniques and tools.
- Concepts related to business, data, or statistical analysis.
- Business operating and financial processes.

Technical skills

- Advanced working knowledge of MS Office applications (Excel, PowerPoint and Word).
- Strong knowledge of project management best practices as outlined by the Project Management Institute (PMI) in the Project Management Body of Knowledge (PMBOK).
- Strong knowledge of data integrity and documentation best practices.

Personal Skills

- Organization and time management.
- Highly motivated and stakeholder-focused.
- Collaborative and a team player.
- Quick learner.
- Autonomous.
- Strong attention to detail.
- Proven ability to manage multiple competing projects in a deadline-driven environment.
- Excellent written and verbal communication skills across all levels of the organization.

WORK ENVIRONMENT

- During COVID-19: Virtual (work from home).
- During regular times: Office location – Burlington, Ontario, Canada (8:30 am-4:30 pm)
- Reasonable accommodations may be made to enable individuals with disabilities to perform essential work functions

SSW Employees enjoy:

- Competitive compensation.
- A group benefits package with Sun Life.
- Generous vacation entitlement.
- One of Ontario's top defined-benefit pension plans (Healthcare of Ontario Pension Plan-HOOPP).
- Employee & Family Assistance Program (EFAP).
- Flexible environment.
- Family-feel culture.
- Education assistance for professional development.

For the health and safety of our staff and the staff of member and customer hospitals that we support directly, SSW requires new hires to be fully vaccinated against COVID-19. Healthcare workers are at increased risk of getting COVID-19 due to the nature of their job. Since SSW staff work closely and often directly with the essential frontline workers, the vaccine gives an added layer to protect ourselves and our hospital staff against COVID-19. Supported medical accommodation requests will be considered as required by law.

To apply, please email your resume to careers@ssw.ca, indicating the **position title** and **posting #** in the subject line. As part of the initial recruitment process, selected candidates may be asked to complete a Job Feedback form. Please note that this does not guarantee advancement to the next step in the recruitment process.

We thank all applicants for their interest in Shared Services West. Only qualified candidates selected for interviews will be contacted. If contacted for an interview, please inform us should any accommodation be required.