

The Program Leader manages a group of employees at a site, usually including team leaders who provide services to the Client-Partners as part of large, complex and high-risk projects and programs. The incumbent provides support within one or more service line, monitors project activities, including those of contractors, consultants and stakeholders, and reports on those activities to the Client-Partners and DCC regional management. The incumbent leads a team of professionals and manages the human resources responsibilities for the team. The incumbent also manages the Client-Partner relationship. The incumbent develops creative solutions and ensures the team is focused on collaboration, and quality and timeliness of deliverables.

KEY AND PERIODIC ACTIVITIES

The duties and responsibilities listed below are representative but not all-inclusive:

Primary

- Help the Site Manager develop and manage the financial aspects of the business unit (e.g. prepare and track budget, carry out financial reporting, monitor key performance indicators, allocate hours for service level arrangements)
- Lead the development and delivery of services at the site, including cross-service line integration
- Manage operations of large and complex projects or programs for multiple service lines (e.g. develop and manage service level arrangements, manage contracts, carry out quality assurance planning, update and track program financials, budgets and schedules, and oversee and manage program staff and consultants)
- Help develop service level arrangements for special or unique programs to meet Client-Partner requirements
- Provide technical advice and direction to team members
- Perform quality control by reviewing deliverables from consultants and contractors, and conducting project site visits
- Develop and manage service level arrangements
- Manage and coordinate service line integration and collaboration within the business unit and between stakeholders
- Support and promote regional and national objectives, as outlined in the Corporate Plan
- Promote and manage business development opportunities
- Develop and maintain effective relationships within DCC, and with industry, the Client-Partners and/or stakeholders
- Ensure quality standards are met, in line with corporate and Client-Partner expectations
- Manage risk

- Perform human resources functions (e.g. coach, supervise, mentor, plan and allocate resources, and manage performance)

Other

- Conduct public consultations and presentations to promote awareness of programs
- Respond to audit findings
- Other duties as assigned

SKILLS

General and Specific Knowledge

- Best practices, methods, trends and legislation in construction, engineering, architecture or environment services
- Best practices and trends in strategic planning, financial management and human resources management
- Project, contract and risk management principles
- Health and safety management

Formal Education and/or Certification(s) and Experience

- **Minimum:** university degree in construction, engineering, architecture or environmental services or related field with six years' relevant experience, or the equivalent
- **Preferred:** specialized knowledge, training or professional certification in one or more DCC service line

Abilities

- Use applicable computer software and operating systems
- Apply project, contract and risk management techniques
- Demonstrate leadership and human resources management skills

DEVELOPMENT AND LEADERSHIP

- Lead and manage direct and indirect reports
- Provide functional direction and advice to other employees and to Client-Partners

WORKING CONDITIONS

- Typical office environment with occasional travel
- Some work may be located on construction sites; incumbent may occasionally be required to wear basic safety equipment

Check out the benefits

Working with DCC offers excellent opportunities for growth – and entitles you to one of the job market's best benefits packages. In your role as Program Leader, your package is valued at 25% to 30% of your salary.

Your package will include:

- Public service pension
- 100% employer-paid annual sick leave, health and dental premiums, and life, accidental death, and short- and long-term disability insurance
- \$300 Wellness Allowance (e.g., gym membership)
- \$1,500 for mental health services on top of regular \$1,500 paramedical coverage
- \$750 Health Care Spending Account (for some medical expenses that aren't covered under provincial plans or our standard insurance plan)
- Telus Virtual Health Care
- Maternity and parental leave top-up plan to 93% of regular gross earnings for a maximum of 17 weeks
- Hybrid workplace options including \$400 allowance every two years to support work-from-home options
- Enhanced inConfidence employee and family assistance program
- Deluxe travel benefit plans
- Comprehensive vacation and other paid leave plans

Application

Apply directly on our website at:

<https://phh.tbe.taleo.net/phh04/ats/careers/v2/viewRequisition?org=DEFENCECONSTRUCTIONCANADA&cws=47&rid=6433>