

SENIOR DIRECTOR, PROCESS ENGINEERING @CIBC

The Senior Director, Optimization, Process Engineering & Business Support is a comprehensive leader responsible for architecting change initiatives and leading large scale programs that deliver end-to-end simplification of processes, increasing efficiency and enhancing client experience to support the modernization agenda of our bank. The role manages financial and people resources across all areas of influence, providing leadership in application of appropriate transformation methods and measures for success through demonstrated practices, and plays a vital role in building and maintaining working relationships with business partners across our bank.

What you'll be doing

The Senior Director adaptively applies innovative & new solutions to achieve results, collaborating with the senior leadership team across various lines of business to identify areas of strategic focus and determine relative priority of optimization & modernization improvement efforts. The role enables the success of process owners by developing strategies to simplify, modernize and optimize our processes including management and measurement approaches, building a continuous improvement roadmap and leading the development & deployment of strategies to enhance process management at CIBC. To achieve broad objectives, the role leads in the development of innovative methods, advanced techniques and adept evaluation.

Within this role the Senior Director is also responsible for a number of key support functions for the organization that are cross utilized across the business, including business management functions and financial diagnostic work including big data analysis. The role will also oversee the Process Engineering Centre of Excellence which supports training, group facilitation across the bank and leads information gathering and education on the principals of optimization and process engineering.

How you'll succeed:

- **Leading strategic initiatives-** You will oversee, direct and guide an Optimization & Process Engineering team to achieve their strategic client experience and process simplification goals. You will work with business partners to develop roadmaps, strategies, innovative service experiences, journey maps, and target operating models. You will lead external best practice research, business cases, risk assessments, budget and costing estimates, resource assessments, and any other related delivery requirements, such as project plans, business process design, requirements solicitation, and people change plans as necessary to ensure successful realization of deliverables and benefits.
- **Identify high value and significant modernization opportunities** including those related to strategy execution, unrealized synergies and opportunities for continued integration and alignment between SBUs.
- **Innovative leadership:** You will provide thought leadership, look for innovative solutions and embrace evolving trends in financial services processes. You will seek out market intelligence and be a strong advance for innovative thinking in the financial service space.
- **Strategic relationship management:** You will build ongoing partnerships with key clients and business partners, including relationships with Senior Executive across the bank. You will negotiate with and influence business partners to make sure initiatives and deliverables are aligned across dependencies. You will communicate with Senior leaders and stakeholders at regular intervals and provide business advisory opinions as required. You will strategically work with executive teams on a consistent basis.

Who you are:

- **You are a caring and accountable leader.** You have experience developing and implementing strategic team goals. You have experience coaching employees and inspiring successful team performance
- **You're digitally savvy.** You seek out innovative solutions and embrace evolving technologies. You can easily adapt to new tools and trends.
- **You're motivated by collective success.** You know that teamwork can transform a good idea into a great one. You know that an inclusive team that enjoys working together can bring a vision to life.
- **Process management knowledge:** You will leverage a broad and deep understanding of consultative best practices and transformational approaches in process management, Lean Six Sigma, operational optimization, project management, and people change management to deliver initiatives and to refine the practice in the department.
- **Process automation & end to end digitization:** You will be an advocate for advanced automation in process re-design to support the modernization of our bank. You have advanced knowledge in the application of digital & automation foundational techniques to solve complex business problems and have leading edge knowledge of and advanced skills in process automation solutions including but not limited to (Microsoft Power Platform, Blue Prism & AI). You are a subject matter expert on topics of advanced process modernization.
- You will have advanced skills in business management, you have management financial resources and have advanced data analysis skills. As the leader of the Optimization & Process Engineering Centre of Excellence, you will demonstrated acumen in group facilitation and training .
- **Authentic leadership:** You will be an authentic leader who is passionate about developing and coaching to bring out the best in people. You will support and mentor team members through knowledge sharing, collaboration and effective problem solving.
- **Values matter to you.** You bring your real self to work and you live our values - trust, teamwork, and accountability.

If you or someone you might know is interested in this role, you can directly reach out to:
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