FIRST NATIONS LAND MANAGEMENT RESOURCE CENTRE

1. Position Information

Title	Program Manager – FNLGR Development & Implementation
Unit	First Nation Land Governance Registry
Reports to	Director, Land Code Governance
Date of Last Review/Update	February 2024

2. Scope

The First Nation Land Management Resource Centre (RC) in partnership with the Land Title and Survey Authority of BC (LTSA), is embarking on a multi-year, multi-million-dollar national program to establish and operate a First Nations run, independent, non-profit, incorporated organization focused on delivering services to First Nations in Canada.

Reporting to the Director, Land Code Governance, and in collaboration with RC & LTSA staff, the Program Manager is responsible for planning and managing all aspects
of program execution including timelines, budgets, internal resourcing, external vendors, customer and internal changes, issue tracking, risk management, and status reporting.

3. Key Responsibilities

Working within a mix of agile and hybrid project management methodologies and processes, the Program Manager ensures overall projects are delivered on time and on budget.

The key responsibilities may include but are not limited to:

- Plan the overall program and monitor progress to ensure that milestones are being met across various projects and programs.
- Define the program controls, or the processes, procedures, reporting, etc., to manage the program.
- Formulate, organize and monitor inter-dependent workstreams
- Coordinate cross-workstream activities
- Coordinate the interdependencies between the various workstreams in the program.
- Ensure deliverables are aligned across the workstreams in the program.
- Ensure program activities are aligned with business and strategic goals.
- Working with FNLGR team to identify, secure, and onboard resources for the program
- Work with a distributed team from multiple organizations with a diverse array of talents and responsibilities.
- Manage resources across the various workstreams in the program.
- Manage stakeholders who are involved in the workstreams in the program.
- Build partnerships with various stakeholders and leadership
- Manage contracts and agreements with vendors to ensure all requirements are fulfilled
- Apply change control process to ensure the program stays on schedule, budget and scope
- Develop and control deadlines, budget and an operating plan for the program.

- Track progress against program milestones and holding others accountable for assigned tasks
- Assist in developing project budgets in annual budgeting and planning process
- Develop and execute any required corrective action plans to mitigate impact to project schedule, budget or overall business objectives
- Identify, analyze and mitigate program risks.
- Escalate issues to FNLGR team to achieve timely resolution.
- Identify and manage any barriers to successful program execution and escalate as appropriate
- Implement and manage changes and interventions to ensure program goals are achieved.
- Develop an evaluation method including KPI's to assess and manage program performance and areas for improvement.
- Ensure goals are met in areas including stakeholder satisfaction, quality, and team member performance.
- Communicate progress, issues, risks, and decisions.
- Produce accurate and regularreporting of program status throughout its life cycle.
- Manage User Acceptance Testing (UAT) processes with vendors, customers or stakeholders.

4. Position Requirements

Education and Experience
- Bachelor's degree in Computer Science, Software Engineering, Business Administration or related field.
- Project Management Professional (PMP) certification preferred
- Proven experience in program management, leadership and change management.
- Experience with business analysis, agile methodologies, organizational change management.
- Strong project management experience with large and complex projects. (multi-year, multi-million dollar)
- At least five years' experience working on or running programs

Knowledge
- Thorough understanding of project/program management techniques and methods
- Excellent knowledge of performance evaluation and change management principles
- Strong knowledge of budgeting and resource allocation procedures.
- Familiarity with Indigenous culture

Skills
- Strong leadership and dispute resolution skills
- Excellent written and verbal communication skills, including presentation delivery and public speaking.
- Proven stakeholder management skills.
- Excellent organizational and time management skills
- Excellent analytical and problem-solving skills
- Excellent decision-making skills

- Proficiency using a variety of software including MS Office programs and applications, adobe and virtual meeting platforms; proficiency in program/project management software is a strong advantage

Abilities
- Ability to work independently and as part of a team
- Ability to develop and maintain effective working relationships (internal and external)
- Ability to work proactively with little supervision
- Ability to remain flexible and adaptive to a frequently changing environment
- Ability to identify change opportunities and drive and manage change within the organization without direct authority
- Ability to give and receive constructive feedback
- Close attention to detail and a high level of accuracy
- Tact and good judgment

5. Working Conditions

- Home office setting with occasional travel.
- Some exposure to disagreeable elements such as eye strain, time pressures and stress of multiple demands.
- Some exposure to safety hazards related to travel and working with the public.

6. Effort

Mental Effort
- Occasional exposure to unpleasant situations while travelling may lead to mental or emotional fatigue.
- Daily management activities require a moderate to high level of concentration and attentiveness.
- Frequent pressure related to balancing the responsibilities of managing a program, and meeting the needs of Senior Management may lead to mental or emotional fatigue.
- Must be able to work effectively within a cross-cultural environment.

Physical Effort
- Moderate level of physical effort required, mainly due to long periods of sitting and typing.

NOTE: This job description describes the general nature and level of the duties and responsibilities required by this position. This is not a completely exhaustive list of duties; additional related duties may be assigned from time to time at the Employer's discretion.