

PERMANENT EMPLOYMENT OPPORTUNITY

Manager, Business Evolution *Halifax, Nova Scotia*

About the Workers' Compensation Board of Nova Scotia

WCB is the province's provider of workplace injury insurance. We inform and inspire Nova Scotians in the prevention of workplace injury. But if it occurs, we support those whose lives it touches by championing a timely return to safe and healthy work. We also provide caring, compassionate support in the wake of workplace tragedy. Our employees describe the culture as Collaborative, Evolving, Service-Minded and Team-Focused.

About the Role

Reporting to the Director, Business Evolution, the Manager, Business Evolution, leads and supports the business through change and works in collaboration with key partners to develop roadmaps and implement business support performance measures to ensure that key performance indicators and key operational indicators meet business requirements. The incumbent stays current with the evolution of related systems and service strategies and works collaboratively with stakeholders inside and outside the organization to enhance the customer experience and improve processes. This role works closely with business operations to support business planning, problem-resolution activities, continuous improvement and plays a lead role in business continuity planning during system outages while leveraging the investment in technology that support service delivery outcomes. This includes supporting service delivery through audit functions and reviewing services to understand and develop strategic insights and recommendations to fuel continuous improvement and evolution.

The Manager, Business Evolution, identifies opportunities to leverage systems and processes to support service delivery and drive continuous improvement, evolution, and innovation to achieve organizational and service objectives. This role is the focal point for all enhancements to service delivery, including applicable process changes, people changes, system/service enhancements, system defects, and other projects that may have legislative, regulatory, or other mandated impacts. This includes leading and driving continuous learning in technical areas as well as other areas that fall within the given scope. The incumbent participates in new demand scoping and triages demand by prioritizing and approving incoming requests in consideration of rationale, benefits and timing, and overall business impact and alignment with the vision/strategy.

About You

As a successful Manager, **you will possess a university degree in Business, Social Sciences, Health discipline, or a related field, plus (5) years' experience in a senior decision-making capacity; three (3) of which involved demonstrated experience in a leadership capacity or role.** In addition, Project Management, Lean Six Sigma and/or Continuous Improvement courses/certifications would be considered an asset.

Application Details

Please email your resume and cover letter to hrdept@wcb.ns.ca by **4pm on April 4, 2025**. In the subject line of your email, please quote competition number: **JV 51-25 EXT Manager, Business Evolution**.

The Offer

We offer a competitive compensation package ranging from \$90,359 - \$112,951. Any offer of employment will be conditional upon the completion of all applicable background checks, confirmation of credentials, and a valid Driver's Abstract, the results of which must be satisfactory to the WCB.

Perks of Joining Our Team

- Flexibility/Hybrid work model
- Comprehensive Benefits Plan
 - Health and Dental Insurance
 - Health Spending Account
 - Life Insurance
 - Long-Term Disability (LTD) Insurance
- Ongoing professional development opportunities
- Employee Referral Program
- A passionate team and a supportive work environment

We thank all candidates for their interest. Selected candidates will be contacted to participate in interviews.

The WCB Nova Scotia is an equal opportunity employer, committed to an inclusive workplace culture and an accessible work environment where diversity thrives.

We have adopted a foundational Inclusive Workplace Policy that strives to build upon our core values of safety, care and compassion. We stay in practice to increase our cultural competency and strengthen our relationships with community.

We are committed to an inclusive recruitment process and workplace that is accessible and accommodating to individuals with disabilities and other protected characteristics to support their full participation in the recruitment process and workplace.

To request accommodation, please contact the Human Resource team by email at hrdept@wcb.ns.ca. All information received will be kept confidential.

To learn more about WCB Nova Scotia, visit www.wcb.ns.ca or connect with us on [LinkedIn](#).