

## Business Manager

<b>Job Status:</b>	Regular Full-Time		
<b>Department:</b>	BC SUPPORT Unit	<b>Job Number:</b>	2018-03
<b>Reports to:</b>	Executive Director		
<b>Effective Date:</b>	February 2, 2018		
<b>Application Deadline</b>	February 23, 2018		

## Position Summary

The [BC SUPPORT \(Support for People and Patient-Oriented Research and Trials\) Unit](#) (the Unit) is a multi-partner organization created to support, streamline and increase patient-oriented research throughout BC. We define patient-oriented research as research that engages patients as partners and focuses on patient-identified priorities with the goals of improving patient experiences, health outcomes and the health system. The Unit is one of 10 SUPPORT Units established across the country as part of Canada’s [Strategy for Patient-Oriented Research](#) (SPOR) led by the Canadian Institutes of Health Research (CIHR). It is also part of the [BC Academic Health Science Network](#) (BC AHSN) with the network’s [board](#) providing governance and oversight.

The Business Manager is a key member of the BC SUPPORT Unit Provincial Hub team. The Manager is responsible for supporting the delivery of services by Unit staff, both in the Hub and in the regional centres, as well as by external organizations referred to as “funding partners”. This position encompasses project management, contract and agreement management, and overall business operations support for the Unit. The position reports to the Executive Director of the BC SUPPORT Unit.

Key functions include liaising with finance staff, subject matter experts and partner organizations to ensure clear plans are in place, being effectively managed, and that effective project management processes are in place and functioning. The Business Manager has responsibility for the work of project managers and staff, including the Project Coordinator position. The Business Manager provides expertise for small and large projects, including project development, change management, monitoring and reporting, risk and issues management.

This individual demonstrates a standard of excellence, enjoys challenge, and is results-driven. She or he is also highly motivated, demonstrates the ability to use her/his own initiative and manages time effectively.

## Key Responsibilities

- Leads the development of business plans, project plans, change management plans, risk management plans and development of other project artefacts as required.

- Establishes methods to ensure services and partner plans are effectively planned, resourced monitored and reported.
- Provides leadership in the management and oversight of partner agreements, ensuring that contractual terms are met and that partners are supported effectively.
- Develops and presents reports to Unit management and governance bodies, tracks and reports project delivery.
- Engages with other team members, stakeholders and partner organizations and regional centre staff to foster positive relationships, and to support those individuals in successfully meeting their respective mandates.
- Develops, implements and manages systems to plan, track and report on progress towards project and organizational goals and objectives.
- Proactively identifies project risks and issues.
- Plans, develops and maintains communications including workshops, conference calls, project board and management meetings. Will also be responsible for developing and communicating meeting material, tracking and reporting on action items and deliverables.
- Supports Unit personnel in executing various elements of the project and operational plans.
- Supports, and/or works with Academic Health Science Network staff as required.

*This job description outlines the key responsibilities for the role, and is not meant to be exhaustive. Other responsibilities and tasks may be assigned, or may naturally become a part of this role over time.*

## Education/Work Experience

- A master's degree in business, communications, health sciences, or a related discipline.
- Formal project management training, such as the Project Management Institute PMP or Prince 2 Certification considered an asset
- Experience working in business development, administration or related area within a large complex environment.
- Experience supporting non-profit organizations and working with government organizations considered an asset.
- Five to seven years of experience working in project management and/or business management/operations support in a complex working environment dealing with multiple stakeholder groups,
- Advanced Outlook, Word, Excel, PowerPoint skills, project management software and with the ability to produce documents and reports with accuracy and speed.
- **OR** equivalent combination of knowledge, education, training and experience.

## Knowledge, Skills and Attitudes

- Ability to develop and implement business plans, project plans, change management plans, risk management plans.
- Strong interpersonal skills and ability to lead program and organization staff, patients, academic communities, health authority staff, community partners and the general public.
- Strong financial management, contract management and project management skills and experience.
- Strong organizational, time management, and prioritizing skills with the ability to multi-task and manage competing priorities.
- Strong written and oral communication skills needed to successfully and respectfully interact with internal and external stakeholders.
- Self-directed and able to work independently.
- Strong supervisory skills and experience
- Skilled in evaluating, improving, and streamlining complex work processes.
- Ability to maintain high levels of confidentiality and sensitivity with regards to client/stakeholder needs.
- Strong understanding of how to work as a team player within a multi-stakeholder health research environment, with few guidelines available.
- Interest in developing and supporting a new initiative, and in patient-oriented research.
- Interest in working in a respectful environment where patients are a focus of the mandate.

## How to Apply

- Please email your resume and a cover letter outlining your interest and relevant experience to BC SUPPORT Unit human resources ([hr@bcsupportunit.ca](mailto:hr@bcsupportunit.ca)) by February 23, 2018, with the subject line: "Business Manager Application."

*The BC SUPPORT Unit thanks all applicants for their interest. Due to the high volume of applications received, only short-listed candidates will be contacted.*