



Job Posting

Position: Product Owner, Business Technology Solutions

Strategic Priority: High Performing System

Reports to: Chief Operating Officer

Language Requirement: Bilingual (English and French) – Asset

Employment: Term until December 2022 with the possibility of becoming permanent

Location: Ottawa (preferred)

Posting Date: July 8, 2021

Reply Deadline: July 23, 2021

Reply to: careers@unitedway.ca

Opportunity

United Way Centraide (UWC) is Canada's leading network of local community builders empowering people to make lasting social change in their communities. With a presence across Canada, serving over 5000 communities, our network of over 70 local United Ways and Centraides (each registered as its own non-profit and governed by an independent volunteer Board of Directors) tackle the most important social issue of poverty and social exclusion. Our vision is that everyone in every community has the opportunity to reach their full potential.

United Way Centraide Canada (UWCC) is the national office that provides leadership and services to United Way Centraide members across the country. Together, the staff, volunteers, and supporters of local United Ways, Centraides and United Way Centraide Canada form the United Way Centraide Movement.

As a Canadian Movement with a strong heritage, we value trust and integrity, volunteerism, innovation, partnership, non-partisan leadership, and diversity. It is based on these values that we improves lives and build communities.

Profile

UWCC is seeking a strategic, experienced Product Owner to provide leadership and support in advancing its shared systems and solutions strategy. This role is newly established as part of UWCC's network modernization program designed to position UWC for long-term growth and impact. This strategy's goal is to enable UWC with next-generation technology and processes to innovatively meet new consumer (individual donors and partner organizations) expectations. It will also facilitate data management to support building an insight driven culture and organization.

An essential component of this strategy revolves around the development, operation and ongoing maintenance of a shared Constituent Relationship Management (CRM) solution, its common operations centre as well as implementation of the centre's governance model.

As a key member of the core team, the Product Owner is accountable to the UWCC executive, and works closely with United Ways and Centraides across the country, the solution implementation partner, governance committees, project team and other relevant bodies. The Product Owner will guide this project from concept through design, implementation and adoption, first with select pilots and then others across the UWC network.

Longer term, the Product Owner will ensure stability and integrity of the solution, champion and guide its functional evolution based on UWC's strategic goals and objectives, leading practices and capability gaps, and will ensure users can easily onboard and leverage the solution in a consistent and standard method.

The successful candidate for this position will be a talented leader with solid experience in technology-enabled business transformations, and specifically project planning and management of CRM implementation programs. They will have a strong passion for change management, recognizing user adoption is key to achieving the organization's strategic goals. This individual will be adept at building strong relationships, working in a dynamic multi-stakeholder environment, facilitating groups, multi-directional communications and collaborative team building.

Responsibilities

Shared CRM Product

- Provide technical and collaborative leadership and support to key decision-making teams (made up of participating UWCs) in establishing priorities and product vision
- Stewardship of the project / product roadmap by incorporating the needs of participating UWCs, and managing relationship with vendors and implementation partners to ensure delivery on priorities and goals
- Champion accountability by ensuring product decisions and planned releases align with the strategic and operating goals of the initiative
- Challenge status quo and drive the (re)designing of operations and business processes necessary as part of the transformation with the view to optimize for efficiencies and leading practices, and to establish commonality
- Understand, at a high level, both the common and unique business requirements of local UWCs to provide expertise and support on change management activities and efforts
- Balance competing demands through data informed technical and/or business analysis. Create, maintain, prioritize, and sequence the product backlog based on business value or ROI
- Serve as a feature and functional expert for Salesforce CRM product capabilities
- Lead the development and delivery of user enablement assets, such as user acceptance testing scenarios, demos, training curriculum, release communications, product enhancements, benefits achieved by other UWCs, etc.
- Develop, maintain and support business case to drive expansion of the CRM to new local UWCs and encourage stakeholder buy-in and adoption. Support the potential addition of local UWCs through providing information or support related to their strategies and plans for digital modernization and adoption of the product
- Work in collaboration with UWC project teams, vendors and implementation partners to support onboarding UWCs on to the solution
- In coordination with key decision-making teams determine and develop operational and delivery capabilities to successfully transition management of the product from pilot to continuation phase—i.e. establish the product's operational service and support model
- Monitor and manage product and operational KPIs and objectives to ensure long-term success of the program

- Provide support in establishing enterprise technical (Data, Architecture, Cybersecurity & Privacy, etc.) standards to drive alignment across the UWC network and support development and adoption of shared business solutions
- Facilitate post-implementation user satisfaction checks to ensure continuing optimization of the product and implementation approach

Shared Systems and Solutions Strategy

- Lead the next stage of the Business Technology Solutions initiative by facilitating the development of an enterprise product vision for the suite of products that will surround the CRM. This will include engagements with potential partners to explore, assess and maximize opportunities for the development of additional shared and cost-effective systems and solutions
- Lead and support engagement with UWCs to test and build readiness for developing additional shared or common capabilities and support adoption when they are established
- Be a thought leader by monitoring leading trends and practices in digital engagement, business technologies, digital transformation (particularly in the non-profit industry), change management, and the business processes/models of local United Ways and Centraides
- Advise UWCC executive team on effective implementation strategies and plans to advance key national priorities

Qualifications

- 5+ years' experience as a product owner or experience in product management and/or product development—ideally working with outsourced development partners and agile principles and processes
- Post-secondary degree in IT / business administration / related fields or extensive experience in technology / shared services implementation role
- Experience in development and deployment of cloud-based digital CRM technologies (ideally Salesforce) and preferably in a distributed, multi-client environment—knowledge and experience with related capabilities such as digital marketing, customer/donor engagement platforms, investment/grant management is highly desirable
- Strong collaborative leadership, stakeholder management and interpersonal abilities—ability to engage many levels of stakeholders and drive collaboration and alignment on both short and long-term strategies
- Strong competency in gathering and defining requirements, mapping and improving business processes—training in TOGAF, Six Sigma or architectural frameworks is considered an asset
- Strong competency in business analysis and business case development—ability to balance technical knowledge and business acumen
- Experience in sales and enablement of new technologies and/or services
- Highly developed presentation and communication skills (written and verbal) in both English and French
- Aptitude in decision-making and problem-solving
- Ability to work effectively in a complex, matrixed organization
- Works well under pressure and knows how to juggle multiple priorities simultaneously

- Thrives in teams and self-motivated with an exemplary work ethic and attention to detail
- Solid curiosity, growth mindset and eager to learn new skills and technologies
- Flexible to work evenings and weekends as necessary, as well as to travel

Location

United Way Centraide's national office in Ottawa, Ontario. Works in an open space environment and may work from remote locations at times

Diversity, Equity, and Inclusion

United Way Centraide Canada hires based on merit and is strongly committed to diversity and equity within its community and to providing a welcoming and inclusive workplace. It especially welcomes applications from Black, Indigenous and People of Colour, women, persons with disabilities, people of all sexual orientations and genders, and others with the skills and knowledge to productively engage with diverse communities.

How to apply

Please send your application letter along with your resume in confidence to:
careers@unitedway.ca

We thank everyone for applying; however, only qualified candidates will be contacted.