

**Job Title:** Director, Project Management Office  
**Reports To:** Executive Vice President – Operations and Legal  
**Department:** Project Management Office

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## COMPANY DESCRIPTION

HomeEquity Bank is the leading national provider of reverse mortgages to homeowners aged 55 and over, Canada's fastest growing demographic segment. HomeEquity Bank originates and administers Canada's largest portfolio of reverse mortgages under the CHIP Home Income Plan™ brand. New mortgages are originated on a direct to consumer basis as well as through referral arrangements with the six largest banks, leading mortgage brokers and financial planning firms. HomeEquity Bank has been the main underwriter of reverse mortgages in Canada since its predecessor; Canadian Home Income Plan Corporation pioneered the concept in 1986.

HomeEquity Bank has a highly effective direct-to-consumer distribution model (B2C), as well as an established referral network (B2B), including Canada's major banks, credit unions, financial planners and mortgage brokers.

HomeEquity Bank is exceptionally well positioned for further growth with positive demographic trends in the 55 years old and over segment, wider awareness and growing demand of reverse mortgages in the market, and HomeEquity Bank's firm position as market leader.

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## POSITION SUMMARY

Reporting to the Executive Vice President – Operations and Legal, the Director, Project Management plays a key role in creating a more effective, efficient and capable group of adapting to an ever-changing environment.

The Director is accountable for defining and establishing execution-level plans and reporting while ensuring adoption of project methodologies and frameworks across HomeEquity Bank. This is accomplished in part by delivering high quality recommendations to Senior Management and leading the implementation of integrated end-to-end initiatives.

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## MAJOR ELEMENTS OF THE ROLE

In this role you will look for new ways to add value, streamline processes, improving throughput while focusing on strong and efficient customer, sales and operational journeys. The incumbent works collaboratively across the Bank to ensure processes are aligned and integrated with cross-departmental requirements.

## **Key Accountabilities**

- Promote an environment of continuous improvement leveraging modern principles
- Lead, develop and mentor project manager and business analysts
- Size-up ideas and opportunities collaboratively with key partners across the Bank
- Coordinate resources for the flawless execution of projects (on time, within scope, within budget)
- Lead initiatives on through the full lifecycle from user stories, development, testing, releases and retrospectives
- Simplify processes and journeys to focus on higher efficiencies, stronger controls, increased profitability and an improved customer journey
- Document process mapping for all new initiatives and update associated documentation on all enhancements
- Interact with Senior Management to clearly articulate priorities ensuring optimal solutions are in place to achieve strategic objectives
- Serve as point of contact on IT prioritization
- End-to-end project reporting structure that provides Senior Management with valuable insights on operational performance
- Participate in and action assigned outcomes of internal audits, regulatory reviews and business self-assessments

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## **SKILLS AND EXPERIENCE REQUIRED**

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### Required Skill Set

- University Degree required - Engineering or Business considered an asset
- Lean Six Sigma, Agile and/or PMP considered a strong asset
- Minimum 10 years progressive work-related experience, including demonstrated project delivery
- Extensive knowledge of and experience employing best-practice change management methodologies
- Ability to analyze situations fully and accurately and reach productive decisions
- Experience in mortgage sector considered an asset

### Soft Skills

- Strong communication, customer service, and presentation skills with proven ability to focus on the detail
- Have a growth mindset
- Effectively manage multiple activities while under tight time constraints
- Work independently but know when to make decisions and when to seek input from others
- Ability to establish healthy working relations and partnerships
- Demonstrated planning and prioritization abilities

Individuals must comply with the Bank's AML, Fraud and Privacy Policies and procedures and be vigilant in the detection and prevention of money laundering, terrorist financing, fraud and the safeguard of all client information.

HomeEquity Bank complies with the Employment Equity Act. Our Employment Equity program is intended to help ensure that all Canadians have the same access to the labour market and to ensure the full representation of members of the four designated groups which include: Women, Visible Minorities, Aboriginal People and Persons with Disabilities.

If you would like more information on the HomeEquity Bank please visit: [www.HomeEquitybank.ca](http://www.HomeEquitybank.ca).  
If you'd like to find out more about the CHIP Home Income Plan solution, please visit [www.chip.ca](http://www.chip.ca).

If you are interested in exploring this exciting opportunity with HomeEquity Bank please forward your resume and salary expectations in confidence via email: [hr@heb.ca](mailto:hr@heb.ca).