

Are you passionate about protecting the environment? Do you go out of your way to reduce, reuse, and recycle? Do you envision a waste-free future?

If you answered yes to those questions, then we'd like to hear from you.

We are the [Resource Productivity and Recovery Authority \(RPRA\)](#), Ontario's circular economy regulator.

Our vision is a circular economy today for a waste-free tomorrow. Our mission is to support compliance with individual producer responsibility through education and enforcement to foster Ontario's circular economy, spur innovation, and protect the environment.

We are looking for a talented and committed individual to join us as a **Director of Service Delivery and Compliance** to support the government's efforts to protect the environment and advance a new economy in which all waste is reused, recycled, and reintegrated.

DIRECTOR OF SERVICE DELIVERY AND COMPLIANCE

The Director of Service Delivery and Compliance is accountable for leading the Compliance and Registry teams responsible for: end-to-end individual producer compliance, the Registry, digital reporting services and the RPRA-wide service delivery framework. As such, the Director is responsible for developing and setting the overall strategies for the RPRA-wide service delivery framework, individual producer compliance (including communications, education, and compliance strategies end-to-end) and Registry systems operations. This includes assessing the business readiness across all RPRA departments related to the Registry and other initiatives within their accountability. This role includes continually identifying opportunities for improvement and optimization of processes for all RPRA areas that intersect with the Directors areas of accountability.

The Director is accountable, in collaboration with the Registrar and the Chief Information Officer, for new Registry projects, enhancements and ongoing operations and maintenance. This includes oversight and enablement of the RPRA's digital systems and operations to execute registration and compliance activities.

The Director is also accountable for the digital reporting programs including maintaining relationships with the regulated community under those programs and the Ministry (policy and enforcement).

The Director is an integral contributor to strategic leadership, including the development and implementation of RPRA's strategic plan and annual business plan.

The Director will be designated Deputy Registrar and as such is required to fulfill the statutory duties of Deputy Registrar and may act in the Registrar's absence for matters related to the department (e.g., board meetings), statutory interpretations and legal matters/proceedings.

Practically speaking, you will:

Duties and Responsibilities

Accountable Business Functions (50%)

1. Service Delivery
 - Working closely with the Registrar and other senior leaders, the Director will set the overall RPRA-wide service delivery framework and identify opportunities for improvement which includes being accountable for ensuring consistent and effective service delivery to all registrants and stakeholders.
 - Collaborates with Director of Programs & Stakeholder Relations regarding service delivery, registrant services and the engagement of the regulated community through consultations on compliance related topics
2. Individual Producer Compliance
 - Working closely with the Registrar and other senior leaders, the Director is accountable for overseeing the development and implementation of individual producer compliance plans and processes undertaken by the team, including the monitoring the functions to ensure effectiveness.
 - Develops and ensures department adheres to modern regulator principles, including graduated compliance tools, communications for compliance and risk-based compliance.
3. Digital Reporting Programs
 - Working closely with the Registrar and other senior leaders is accountable is for the ongoing operations of the digital reporting programs
 - Act as key liaison for the Ministry
4. The Registry
 - Accountable for overseeing the development of strategies and implementation of process and Registry system projects and enhancements.
 - Responsible for the development of the Registry that may include developing project scopes, procurement strategies, and acting as a business lead and oversight of projects as required
 - Accountable for ensuring RPRA-wide business readiness for all Registry projects and enhancements

Stakeholder and Registrant Relations (25%)

- Liaise with other provincial and federal regulators
- Understand, develop and focus on driving the right behaviors that lead to an optimal registrant experience through the use of stakeholder feedback to achieve service standards and targets.
- Oversee all registrant communications in both digital reporting and individual producer compliance and ensure escalated communications or concerns are resolved on a timely basis
- Responsible for maintaining a relationship of trust, collaboration and accountability with MECP and RPRA stakeholders with respect to RPRA's compliance mandate
- Represent RPRA at speaking engagements (trade shows, speaking engagements, etc.)
- Act as the Registrar's delegate at events and groups, speaking on behalf of and representing the Registrar

Strategic Leadership (25%)

- As part of RPRA's leadership team, contributes to the development and implementation of:
 - the strategic vision of the organization, including the corporate objectives for the compliance department
 - a strategic plan
 - effective risk management strategies
 - department-wide resourcing and planning and across departments, as required for business readiness
 - operational budgets
 - key performance indicators
- Guides compliance department managers and leads to align with the strategic plan of the organization
- Coordinates with other senior leaders and Compliance Managers to adequately plan and execute on operationalizing the compliance mandate
- Collaborates with the other leaders in achieving compliance department's goals as well as other applicable organizational goals
- Provides updates to the Board of Directors as required
- Champions an organizational culture of collaboration and continuous improvement within the department as well as across departments
- Lead, engage and develop a high-performing team, ensuring they have the necessary training and resources.
- Develop strategies to monitor budgets, operating model, performance, service level standards, and leverages analytics to support decision making on strategic direction and alignment with RPRA's priorities.
- Sets team performance objectives and conducts the evaluation of their direct report's performance against the objectives
- Responsible, along with other leaders at RPRA, for determining and driving the culture and values of RPRA
- Manages cross-functional projects on an organizational level

Other Duties

Perform other duties as assigned

Qualifications

Education

Bachelor's degree in business, finance, law, environmental studies or other related subject or equivalent work experience.

Experience

A minimum of five years leadership experience and ten years of experience in a regulatory compliance role/operational waste experience/service delivery

They must demonstrate a high degree of knowledge of RPRA and the complexity of extended producer responsibility.

Other Knowledge, Skills, Abilities or Certifications

- Proven operational management and leadership including extensive experience in leading, mentoring and training
- Management experience with complex IT systems designed to gather, monitor and report on data
 - Background with a large CRM considered an asset
 - Background in being a business owner for IT development projects considered an asset
- A sustained record of delivering results in a regulatory environment
- Experience in leading projects in complex environments, including change management, human resources and budgets allocation
- Demonstrated track record in facilitation and conflict resolution
- Political acuity and exceptional stakeholder relations skills
- Excellent analytical and problem-solving skills with a capacity to understand complex concepts and technical materials related to legislation and regulation
- Discretion in working with confidential information with unquestionable integrity, ethics and astute judgment
- Understanding of risk management frameworks and their implementation ideally in a regulatory context
- Comprehensive understanding of the RRCEA, WDTA, associated regulations and continued program and stewardship plans an asset
- Extensive knowledge of municipal and private sector waste management operations an asset
- Knowledge of product distribution systems an asset
- Familiarity with environmental and waste reduction and recovery initiatives an asset
- Knowledge and understanding of the circular economy would be an asset
- Ability to communicate in French considered an asset

Travel Requirements

- Occasional travel within Ontario

Physical Demands

- Office/Desk Job

Working with the Resource Productivity and Recovery Authority

We have a hybrid work arrangement and support flexible work schedules. **Remote work is expected to be completed from a location within Ontario.** We are conveniently located in North York on the Yonge subway line at Sheppard Avenue.

You will be a part of a collaborative team doing ground-breaking and meaningful work with a critical environmental and economic mission.

RPR is committed to maintaining a professional and respectful work environment. RPR prioritizes the safety and well-being of its employees. Harassment or disrespectful behaviour of any kind by any individual towards our employees will not be tolerated.

We strive to build a team that reflects the diversity of the community we work in and encourage applications from traditionally underrepresented groups such as women, visible minorities, Indigenous peoples, people identifying as LGBTQ2SI, veterans, and people with

disabilities.

RPRRA welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

Min: \$142,434 – Mid: \$178,042 salary range

How to Apply:

Internal applicants and referrals: submit your resume to HR with the job title

External applicants: submit your resume to careers@rpra.ca with the job title