

Posting #25-041EM

Manager, Integrated Services Office of Shared Services Regular, Full-time

Purpose

Reporting to the Director, Office of Shared Services, the Manager, Integrated Services plays a pivotal leadership role in the delivery and integration of Financial Services, Information Technology (IT) Client Services, and administrative support for Physical Services. This role advances a high-performing Shared Services model rooted in enhanced user experience, collaboration, and continuous improvement.

The Manager will be supported by technical leads through dotted-line relationships in Finance and IT, and will work closely with senior leaders to ensure alignment of integrated services with institutional goals. This role requires a forward-thinking, adaptable leader committed to innovation, accountability, and fostering a culture of service excellence.

The Manager will participate in regular alignment meetings with senior leaders in Finance and IT to ensure continuity, compliance, and strategic alignment. These structured support mechanisms and dotted-line relationships to technical leads enable effective decision-making, shared accountability, and integrated service excellence.

Responsibilities

Duties include but are not limited to:

- Leading and overseeing integrated service delivery across IT Client Services, Financial Services, and administrative support for Physical Services, with a strong commitment to service excellence and client satisfaction;
- Cultivating a culture of continuous improvement by empowering teams to identify and implement opportunities for operational efficiency, innovation, and user-focused enhancements;
- Championing cross-functional collaboration within Shared Services and with institutional partners including Finance, IT, Human Resources (HR), and Facilities to ensure seamless, coordinated, and responsive service delivery;
- Providing operational leadership across key service areas including: financial operations (e.g., accounts payable, student financials, treasury), IT client services (e.g., end-user computing, classroom technology), and administrative support (e.g., coordination of facilities-related services);
- Driving the ongoing enhancement of the Enterprise Service Management (ESM) platform to improve workflow integration, transparency, and service accountability across units; and
- Fostering an environment of adaptability, accountability, and service innovation, ensuring consistent and high-quality user experience.

Specific accountabilities include:

Strategic Planning and Leadership

- Leading the strategic planning and alignment of integrated service operations with institutional priorities;
- Prioritizing service excellence and stakeholder engagement through regular feedback, performance metrics, and quality improvement initiatives; and
- Steering the design and evolution of workflows and service structures that optimize efficiency and collaboration.

People Leadership

- Leading, coaching, and mentoring high-performing teams in Financial Services, IT Client Services, and administrative support;
- Fostering a collaborative and continuous learning culture, encouraging staff development and cross-training; and
- Setting and communicating clear expectations that align with service commitments and organizational goals.

Service Delivery & Process Excellence

- Continuously evaluating and refining service delivery processes to improve outcomes and client satisfaction;
- Overseeing implementation of service standards and drive adoption of tools such as ESM to streamline processes across units;
- Ensuring client feedback and service data are used to drive innovation and responsiveness; and
- Integrating institutional Service Strategy into departmental operations.

Governance and Compliance

- Ensuring adherence to university policies and external regulations, including data protection, privacy and operational controls;
- Contributing to institutional policy development and governance, bringing forward insights from a shared services perspective; and
- Bringing service-level insights to institutional governance discussions to improve cross-functional alignment and inform policy development.

Qualifications

The successful candidate will possess the following:

- An undergraduate degree in Business, Information Technology, or a related field.
- A minimum of 7 years of progressive leadership experience in a complex environment with exposure to a combination of finance, IT, and/or shared service operations.
- Demonstrated experience leading service-oriented teams, ideally with a background in process improvement or change management.
- While not required, a CPA or IT service certification (e.g., ITIL) is strongly preferred to support cross-functional credibility.

Equivalent education and experience will be considered.

Salary

The starting salary will be determined by consideration of the successful candidate's relevant education, skills, and experience. The annual salary range for this position is \$90,000 to \$110,000.

UNBC offers employee tuition waivers (includes spouse and dependents), excellent benefit and pension packages, as well as employee training and development opportunities. For more details please see <http://www.unbc.ca/human-resources/employee-benefits>.

Normal hours of work will be 8:30am – 4:30pm, Monday to Friday.

Our Commitment to Diversity and Employment Equity

The University of Northern British Columbia is fully committed to creating and maintaining an equitable, diverse, and inclusive environment that is accessible to all. We are devoted to ensuring a welcoming, safe, and inclusive campus free from harassment, bullying, and discrimination. This commitment is woven into our motto and mission. In the Dakelh language, UNBC's motto 'En Cha Huná translates to "they also live" and means respect for all living things. Through the respect for all living things, we are able to grow and learn better together, each bringing our own unique individual differences and contributions to inspire leaders for tomorrow by influencing the world today.

Employment equity requires that we remove barriers and overcome both direct and indirect discrimination. In this way, the pool of excellent candidates increases substantially. We encourage applications from members of groups that have been marginalized on any grounds enumerated under the B.C. Human Rights Code, including sex, sexual orientation, gender identity or expression, racialization, disability, political belief, religion, marital or family status, age, and/or status as a First Nation, Metis, Inuit, or Indigenous person.

About the Community

Since its founding in 1990, the University of Northern British Columbia (UNBC) has emerged as one of Canada's best small research-intensive universities, with a passion for teaching, discovery, people, and the North. UNBC's excellence is derived from community-inspired research, hands-on learning, and alumni who are leading change around the world.

Since time immemorial, Indigenous peoples have walked gently on the diverse traditional territories where the University of Northern British Columbia community is grateful to live, work, learn, and play. We are committed to building and nurturing relationships with Indigenous peoples, we acknowledge their traditional lands, and we thank them for their hospitality. UNBC's largest campus in Prince George is located on the traditional unceded territory of the Lheidli T'enneh, in the spectacular landscape near the geographic centre of beautiful British Columbia.

UNBC consistently ranks in the top three in its category in the annual Maclean's university rankings. UNBC also recently placed among the top five per cent of higher education institutions worldwide by the Times Higher Education World University Rankings.

With a diverse student population, the University is friendly, inclusive, and supportive. Prince George is a city of ~80,000 people with impressive cultural, educational, and recreational amenities. For more information about living and working in Prince George, please refer to <http://www.unbc.ca/experience> and <https://moveupprincegeorge.ca>. Make your mark with this leading post-secondary institution.



To Apply

The University of Northern British Columbia is committed to employment equity and encourages applications from the four designated groups (women, Indigenous peoples, persons with disabilities, and members of visible minorities) as well as the 2SLGBTQ+ communities and individuals with intersectional identities.

Persons with disabilities, who anticipate needing accommodation for any part of the application and hiring process, may contact UNBC Health & Wellbeing at employeeewellbeing@unbc.ca. Any personal information provided will be maintained in confidence.

Please forward your resume and proof of education (e.g. copy of transcripts or copy of degree/diploma) and include the competition number #25-041EM in the subject line to:

Human Resources, University of Northern British Columbia,
3333 University Way, Prince George, BC, V2N 4Z9

Email submissions: HRecruit@unbc.ca
Inquiries: (250) 960-5521

All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority. We thank all applicants for their interest in UNBC however, only those applicants selected for further consideration will be contacted.

Priority will be given to applications received by May 25, 2025. Applications will be accepted until the position is filled.

