

Program Manager – Business Transformation



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Phone :

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Job Summary

Vacancy :

Deadline : Jan 01, 1970

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Employment Status :

Experience :

Salary :

Gender :

Career Level :

Qualification :

Job Description

- Ottawa, ON, Canada
- Full-time
- Region: North America

Company Description

Assent is the leading solution for supply chain sustainability tailored for the world's top-tier, sustainability-driven manufacturers. Hidden risks riddle supply chains, many of which weren't built with sustainability in mind. That's where we step in. With insights from experts, Assent is the tool manufacturers trust for comprehensive sustainability. We are proud to announce that Assent has crossed the US\$100M ARR milestone, granting us Centaur Status. This accomplishment, reached just 8 years following our Series A, makes us the first and only Certified B Corporation in North America's SaaS sustainability industry to celebrate this milestone.

Our journey from \$5 million to US\$100M ARR in just eight years has been marked by significant growth and achievements. With our \$350 million US funding led by Vista Equity Partners, we're poised for even greater expansion and are on the lookout for outstanding team members to join our mission.

Hybrid Work Model

At Assent, we proudly embrace a remote-first work model, valuing the flexibility and autonomy it provides our team. We also acknowledge the intangible benefits of occasional in-person workdays. For team members situated within 50 kms/31 miles of our five global offices in Ottawa, Eldoret, Penang, Columbus, and Amsterdam, you can expect to come into the office one day a week. Similarly, those near our co-working spaces in Nairobi and Toronto are encouraged to work onsite once a month.

Job Description

The Business Transformation Program Manager will play a pivotal role in fueling growth through the delivery of a Program that will introduce a new product platform to the market which will require the engagement of all functions of our business. This position is integral to our mission to maximize the impact of innovative new solutions for customers and ensure their successful launch and adoption. The Business Transformation Program Manager will identify and surface the various business components that require transformation and develop a comprehensive, integrated plan to ensure these changes are effectively implemented across all functions. The role will oversee the program from inception through to completion, ensuring alignment with business objectives, managing resources, and mitigating risks.

Key Requirements & Responsibilities:

Program Management

- Lead the planning, execution, and delivery of large, organization-wide programs, ensuring alignment with strategic business goals.
- Identify and assess organization-wide impacts of the new product platform, and develop a strategic plan of action to manage these impacts, ensuring alignment and synergy across all functions.
- Define program scope, objectives, and deliverables in collaboration with senior management and stakeholders.
- Develop comprehensive project plans, including schedules, resource allocation, risk management, and communication strategies.
- Ensure all aspects of the program are integrated, including product management, engineering, marketing, sales, customer support, regulatory, finance, legal, HR, and IT infrastructure.
- Monitor program progress, making adjustments as necessary to ensure successful completion within scope, budget, and timelines.
- Implement and manage program changes and interventions to achieve project outcomes.

Stakeholder Management

- Build and maintain strong relationships with internal and external stakeholders, including (but not limited to) executive leadership, product managers, and key contributors across the organization.
- Facilitate communication across cross-functional teams to ensure a clear understanding of program goals, progress, and challenges.
- Provide regular program updates to senior leadership and stakeholders, highlighting achievements, risks, and issues.
- Act as the primary point of contact for all program-related inquiries.

Leadership

- Lead and mentor a multidisciplinary team within a matrix environment, fostering a collaborative and high-performance culture.
- Coordinate with department heads to ensure resource availability and allocation.
- Provide guidance, coaching, and support to team members, promoting professional development and skill enhancement in the area of program delivery.
- Ensure team members have the necessary tools and resources to succeed.

Risk and Issue Management

- Identify and assess program risks and issues, developing mitigation strategies and contingency plans.
- Proactively resolve conflicts and address issues that arise during the program lifecycle.
- Ensure compliance with company policies, procedures, and regulatory requirements.

Quality Assurance

- Implement quality assurance processes to ensure the program meets business and customer expectations.
- Conduct regular reviews and evaluations of program deliverables, making adjustments as necessary.
- Ensure continuous improvement by integrating lessons learned and best practices into future programs and projects.

This is not an exhaustive list of duties. Responsibilities may be altered and/or added from time to time to meet business needs.

Qualifications

A strong application will provide details of previous experience with similar transformational programs.

We would ideally like to engage with candidates who have the following qualifications:

- 7 years of experience in program management
 - With recent focus on delivering technology-driven products.
- Proven experience in managing large-scale SaaS projects, with a strong understanding of software development lifecycle and agile methodologies.
- Demonstrated ability to manage complex programs with multiple stakeholders and dependencies.
 - To help your application stand out - please provide details of recent programs managed.
- PMP, PgMP, or similar project management certification is highly desirable.
- Strong leadership and team management skills, with the ability to motivate and inspire teams to achieve high performance.
- Excellent communication, negotiation, and interpersonal skills.

Reasonable Accommodations Statement: To perform this job successfully, an individual must be able to perform the aforementioned duties and responsibilities satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform these essential functions. Assent is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

Additional Information

Life at Assent

Wellness: We believe that you and your family's well being is important. As a result, we offer vacation time that increases with tenure, comprehensive benefits packages (details vary by country), life leave days and more.

Financial Benefits: It's not all about the money – well, it's a little about the money. We understand that financial health is important and we offer a competitive base salary, a corporate bonus program, retirement savings options and more.

Life at Assent: There is purpose beyond your work. We provide our team members with flexible work options, volunteer days and opportunities to get involved in corporate giving initiatives.

Lifelong Learning: At Assent, curiosity is not only valued but encouraged. You will receive professional development days that are available to you the day you start.

#LI-DP

At Assent, we are committed to growing and sustaining an environment where our team members feel included, valued, and heard. Our diversity and equal opportunity practices are guided and championed by our Diversity and Inclusion Working Group and our Employee Resource Groups (ERGs).

Our commitment to diversity, equity and inclusion includes recruiting and retaining team members from diverse backgrounds and experiences, and fostering a culture of belonging where all team members are included, treated with dignity and respect, promoted on their merits, and placed in positions to contribute to business success.

If you require assistance or accommodation throughout any part of the interview and selection process, please contact talent@assent.com and we will be happy to help.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
