



MANAGER, PROJECT SERVICES & DELIVERY

COMPETITION: #25120-50025925

SECTION: Project Services & Operations Excellence Unit, Information & Communications Technology
LOCATION: 3585 Graveley Street, Vancouver
STATUS: Regular full-time (Exempt)
HOURS OF WORK: Monday to Friday, 8:00 a.m. to 4:00 p.m. (35-hour workweek)
SALARY: VPD Pay Range 111 - \$121,960 to \$160,467 annually
COMPETITION END DATE: Friday, July 11, 2025

Oversee the IT project portfolio, elevating and ensuring project management quality, efficiency, and reporting. Co-lead the broader project-management function by partnering with different business units to deliver strategic programs and drive transformative changes in policing operations while championing continuous improvements in IT service delivery across the Section.

ESSENTIAL DUTIES

- Establish and maintain high standards in project management by enforcing governance frameworks, standardizing templates, and implementing stage-gate reviews to ensure consistency, compliance, and control throughout the project lifecycle
- Establish uniform project management procedures from initiation and planning to execution, monitoring, and closure, including clear communication protocols to align and inform all stakeholders at each phase
- Partner with business units to co-lead the enterprise project-management function, delivering complex, large-scale programs that modernize policing operations and enhance community services
- Oversee all aspects of project execution, including governance, interdependencies, budgets, resources, risks, and vendor relationships to ensure successful project outcomes
- Establish and monitor operational performance metrics to proactively identify trends and opportunities to improve the quality of frontline IT service delivery
- Supervise project managers and the Technology Learning Unit to deliver IT initiatives, applying structured change-management that secures user adoption and lasting operational value
- Maintain an up-to-date register of active projects and emerging IT initiatives
- Establish and manage an executive dashboard that provides leadership with real-time visibility into project status, resource allocation, and risk, supporting data-driven decision-making and prioritization
- Other related duties and responsibilities as assigned

KNOWLEDGE, SKILLS, AND ABILITIES

Required:

- Formal training in project management methodologies consistent with those provided by PMI (Project Management Institute) as well as Project Management Professional (PMP) certification
- Proven management skills, including the ability to effectively motivate and hold accountable team members, allocate workloads, undertake performance evaluations, and coach/mentor individuals
- Excellent facilitation, negotiation, and communication skills (both verbally and in written form); ability to translate complex concepts for non-expert audiences, reconcile differing perspectives, develop consensus, and ensure effective working relationships and support from stakeholders
- Ability to develop and maintain effective working relationships with technical and non-technical staff, across departments leading program/project teams
- Ability to analyze complex problems, develop solutions, and make sound decisions or recommendations grounded in facts and strategic insight



- Exceptional organizational skills, and the ability to thrive under pressure and prioritize work, handle multiple assignments, and meet deadlines
- Ability to manage change and assist others with adapting to change

Preferred:

- Familiarity with police operations, first responder technologies, and policing information systems
- Understanding of incident and change processes to improve IT service delivery

EXPERIENCE

Required:

- A minimum of seven years of experience as a program or project manager, or an equivalent combination of education and experience
- Experience working in a large corporate or institutional environment at an intermediate or senior level, with responsibility for a diverse set of projects
- Demonstrated experience leading transformation and delivering change within an organization
- Demonstrated experience in the management and delivery of complex, high-profile, multi-stakeholder programs and projects, which require delivery under demanding timelines and conditions, and collaborating with senior executive stakeholders

Preferred:

- Minimum one year of experience in a supervisory role

EDUCATION

Required:

- Diploma in computer systems technology or related discipline at a technical institute or community college
- Active and current Project Management Professional (PMP) certification required

OTHER REQUIREMENTS

- Valid B.C. driver's licence
- Must be a Canadian citizen or Permanent Resident
- All employees must maintain their enhanced security clearance while employed with the Vancouver Police Department, which will be renewed every five years

SELECTION PROCESS

Selected candidates may be required to take a written test and must obtain a minimum 70% passing mark to move forward to the interview stage.

This position is Exempt from the Union.

Applicants should submit a resume and cover letter via email to vpd.civilian.jobs@vpd.ca by 4:30 p.m. on the closing date. **The competition number must be indicated on the subject line of the email.**