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**Job ID #:** 2257

**Functional Area:** Operations

**Location:** Toronto, Canada

**Position Type:** Full - Time Regular

**Company:** CPP Investment Board

**Education Required:** Bachelors Degree

**Department:** Investment Operations Dept

**Experience Required:** 5+ Years

**Salary Grade:** Grade5-CS-CAN

### Company Description

When you invest your career in CPP Investment Board (CPPIB), you join one of the most respected and fastest growing institutional investors in the world. With current assets under management valued in excess of \$250 billion, and projected to exceed half a trillion by 2030, CPPIB is a professional investment management organization that globally invests the funds of the Canada Pension Plan to ensure long-term sustainability. CPPIB invests in all major asset classes, including public equity, private equity, real estate, infrastructure and fixed-income instruments, and currently has offices in Toronto, London, Hong Kong, New York, São Paulo, Luxembourg and Mumbai.

CPPIB attracts and selects high-calibre individuals from top-tier institutions around the globe. Join our team and look forward to:

- Diverse and inspiring colleagues and approachable leaders
- Stimulating work in a fast-paced, intellectually challenging environment
- Accelerated exposure and responsibility
- Global career development opportunities
- Being motivated every day by CPPIB's important social purpose and unshakable principles
- A deeply rooted culture of Integrity, Partnership and High Performance

If you share a passion for performance, value a collegial and collaborative culture, and approach everything with the highest integrity, here's an opportunity for you to invest your career at CPPIB.

### Position Description

The Business Process Management function at CPPIB is responsible for the identification, investigation and redesign of end to end business processes in Investment Operations and selectively within Core Services.

The Associate will play a lead role in ongoing continuous improvement initiatives that include the documentation and review of key business processes, process efficiency analysis, mapping and recommendations and facilitation for process improvements. The position will interact with business and system subject matter experts in an effort to understand and document business processes and system configurations from an asset servicing, accounting, valuation and data perspective. The position will also require active interaction with various investment professionals and groups to ensure all components of business process are well understood and properly documented. The Associate will also be involved with the identification and production of suitable metrics across Internal Services.

#### **Role-Specific Accountabilities**

##### **Strengthen Business Processes at CPPIB by:**

- Using the internal Business Process Improvement Framework to assist with identification of manually intensive and/or error prone business processes
- Assisting with the creation of Preferred State(s); identifying and highlighting process improvements and/or automation opportunities to enhance productivity and operational efficiency
- Effectively communicating process improvements and/or automation opportunities to affected internal and external team members, gaining consensus on preferred state(s) and incorporating the proposed changes into written proposals
- Collaborating with internal and external team members; including co-ordination of workshops and investigation leading to understanding of the whole process; ensure complete documentation of all findings
- Mapping and documenting processes from end to end in order to understand current process flows and to highlight identified problem areas and/or areas of opportunity
- Assisting in developing and applying data for internal control evidence by understanding key process control points and using data to establish baseline performance

##### **Facilitate Business Processes Improvement at CPPIB by:**

- Continually identifying, investigating and implementing process improvement to complement current and/or new business and technology implementations.
- Assisting with the design and automation of processes and / or reports to support on-going Core Services processes, Develop requirements for new automation processes working with user groups and IT.
- Ensuring processes are designed in a scalable manner to satisfy the evolving needs of the Investment Departments and expected growth of the Total Portfolio
- Training and implementation of new departmental processes ensuring that appropriate controls are in place
- Assisting with creation of a complete end to end business process inventory; ensure all documentation and process mapping is properly stored and promote standardized formats
- Assisting in the creation of ongoing education and training programs, initiatives and practice/procedural documentation to ensure continuous improvement
- Assisting with the development, assessment and implementation of key business performance indicators (KPI's)
- Building strong relationships with key individuals across the organization to enable cross functional discussions and initiatives.
- Other duties as required

## Position Requirements

### **Skills/Knowledge/Competencies/Capabilities**

- Undergraduate degree in Accounting, Business Administration, Finance, Engineering, or other related discipline - CAPM/PMP designations are considered an asset
- Strong understanding of process improvement methodologies is required, Process re-engineering training, Lean Six Sigma Green Belt or Black Belt and related experience is an asset
- Minimum of 5 years of related experience preferably in investment management or financial services
- Proven collaborative approach; shares information openly and is open to the ideas and perspectives of others. Demonstrated ability to be decisive and results oriented with an ability to push back
- Ability to engage business owners and stakeholders at varying levels of seniority to solicit decisions and resolve cross functional issues.
- Ability to manage change across functional groups, with a focus on communications and ensuring clear accountabilities. Focus on getting results and supporting cross departmental improvement in the way that CPPIB works to achieve its objectives
- Ability to use existing frameworks to help analyze, interpret and organize large amounts of information
- Solid understanding of MS Office, Excel, PowerPoint, Visio
- Ability to facilitate workshops with individuals that have different subject matter expertise, interpret complex problems, document workshop output and prepare preliminary recommendations in a streamlined manner in which multiple groups can easily follow and understand
- Ability to manage multiple projects simultaneously in a high performing culture
- Strong working knowledge of various investment products (fixed income, foreign exchange and equity instruments)
- Self starter who is results oriented and has the ability to seek out work and promote the department
- Professional team player who can also work effectively independently
- Exemplify our Guiding Principles of integrity, partnership and high performance

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At CPP Investment Board, we are committed to diversity and equitable access to employment opportunities based on ability.

We thank all applicants for their interest but will only contact candidates selected to advance in the hiring process

#### **Disclaimer:**

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