

Position: Business Analyst
Location: Toronto, ON
Status: Full-time, 1-Year Contract
Start Date: April 1, 2019
Salary: Commensurate with level of experience

The Retirement Homes Regulatory Authority (RHRA) is a self-financing authority independent of government, with the mandate to license and inspect Ontario's more than 700 retirement homes where over 50,000 seniors live. The RHRA is an agent for positive change, by working with the retirement homes sector to increase the protection, safety and well-being of our aging population.

The RHRA administers the Retirement Homes Act, 2010, which involves licensing homes, educating licensees, consumers and the public about the standards regulating retirement homes, carrying out inspections of retirement homes, and taking compliance and enforcement action as needed. The RHRA's guiding principle is that a retirement home should be a place where residents live with dignity, respect, privacy and autonomy, in security, safety and comfort and can make informed choices about their care options.

The RHRA offers a great working environment, learning and development opportunities, work-life balance and competitive compensation.

The RHRA is seeking candidates for the role of Business Analyst who will, review, analyze and evaluate business systems and user needs. With the Information Systems Manager, lead the organization's implementation and support of our updated business system across multiple departments.

The successful candidate will, amongst other duties, be responsible for:

- Performing regular reviews and analysis of current business processes, workflows, and systems while identifying opportunities for optimization.
- Identifying business problems, developing, recommending and implementing solutions whether process or technology related.
- Conducting meetings to gather critical information from department stakeholders regarding current business processes to understand the needs of departments and organization as a whole.
- Performing and documenting project requirements.
- Define project requirements by identifying project phases, milestones, and budget.
- Prepare technical reports.
- Documenting and communicating the results of your efforts.
- Effectively communicating your plans to cross-functional team members and management.
- Participating in RFP and vendor evaluation process.

Minimum Qualifications:

- Advanced education in Business Administration, Statistics, Engineering, Informatics or other relevant discipline; and 3 to 5 years of practical experience in quantitative analysis, or a combination of equivalent education and experience.
- Previous project experience both as leader and team member.

- Ability to write technical reports and professional documents.
- Knowledge of process improvement methodologies (e.g. Six Sigma, Lean).

Required Competencies:

- Strong technical skills, business intelligence, and the ability to quickly learn and fully understand RHRA's business needs.
- Exhibited business acumen in understanding cross-functional processes, requirements, and relevant information flows.
- Highly curious with exceptional conceptual and analytical thinking and problem-solving skills.
- Well-developed analytical, problem-solving and critical thinking skills required in order to understand ambiguous problems, assess the impact of different options, and to recommend viable solutions.
- Superb written and verbal communication skills in order to document business and system requirements and simplify complex information to tailor presentations and training to applicable audience.
- Excellent consensus, agreement-building, facilitation and interpersonal skills.
- Demonstrated initiative to drive project work.
- Ability to exercise a high level of professionalism and discretion with confidential and sensitive information.
- Exceptional organizational and time management skills.
- Self-directed, motivated and proven ability to work independently to produce complex program documentation deliverables for the organization, most times from scratch.
- Ability to impact operations and effect change without being confrontational.
- Advanced expertise in Microsoft Word, Excel, PowerPoint, Project and Visio.

Other Requirements: Satisfactory Professional and Criminal Reference Checks.

Interested candidates should submit their cover letter and resume to careers@rhra.ca by **March 12, 2019**. We thank all applicants; however, only those under consideration will be contacted.

RHRA has a diverse workforce and is an equal opportunity employer. We welcome and encourage applications from people with disabilities and, accommodations are available on request for candidates taking part in all aspects of the selection process.