

The Home Construction Regulatory Authority (HCRA) is a private not-for-profit corporation that is designated by the Ministry of Government and Consumer Services to be the regulatory authority responsible for licensing of Ontario's new home builders and vendors. HCRA's goal is to foster improved homebuyer confidence in the home building industry through modern licensing standards, education and compliance, providing increased consumer protection through enhanced regulatory measures. To learn more about HCRA please visit www.hcraontario.ca.

Program Analyst

HCRA is seeking a tactical professional who thrives in a fast-paced, high-profile environment to fill the role of **Program Analyst**. Working on a small and collaborative team and reporting to the Director, Consumer & Industry Relations, you will:

- Conduct research and analysis to support the development and implementation of operational policies and programs within HCRA's legislative, regulatory and policy framework to support the achievement of its regulatory mandate under the *New Home Construction Licensing Act, 2017*;
- Research emerging concerns of industry and consumer stakeholders, trends and leading practices in the building sector and provide analysis of implications for regulatory operations;
- Develop and implement new policy/program enhancements;
- Support the planning, design and implementation of customer-focused, cost-effective strategies and business solutions;
- Support the monitoring and evaluation of new and/or updated policies and programs;
- Prepare options papers, business cases, presentations and other strategic documents.

Successful candidates will demonstrate the following:

- ✓ Postsecondary degree in Business Administration, Public Policy, Public Administration or a related field – or a combination of education, training and experience deemed equivalent.
- ✓ A minimum of 2 years progressively responsible experience in business analysis/business intelligence, research and operational policy development.
- ✓ Sound knowledge of existing legislative/regulatory and policy framework, best practices and operating procedures (e.g. *New Home Construction Licensing Act, 2017*).
- ✓ Familiarity with the key issues affecting the home building and construction sector including political direction, consumer and industry concerns and emerging trends.
- ✓ Analytical and problem-solving skills to research best practices in other jurisdictions.
- ✓ Awareness of emerging trends to recognize information and/or data gaps and issues in order to develop options and make recommendations.
- ✓ Proven knowledge of program analysis and evaluation techniques to assess the effectiveness of operational processes.
- ✓ Ability to analyze business intelligence data to identify trends and conduct risk analysis.
- ✓ Knowledge of business improvement (e.g. LEAN/Kaisen) and risk management practices and approaches to identify, analyse and evaluate risks and promote quality and service standards.
- ✓ Stakeholder relations/management skills to support industry and consumer advisory committees.
- ✓ Skilled at data collection and interpretation of statistical data to support business plan reviews and program evaluation activities.
- ✓ Strategic thinker to see the big picture, determine the problem and understand fundamental parts of the problem; to synthesize findings and make recommendations to management.

- ✓ Adept at business case development to support plans for improvements to HCRA policies and processes.
- ✓ Knowledge of customer service practices, service delivery models/processes and leading-edge technology to promote customer-focused service delivery.

How to Apply

To apply, please forward your resume and cover letter to HR Associates (our recruitment partner) at hcra-pa@hrassociates.ca by **September 17, 2021**. If you have questions, please contact Luciana Da Silva at 416-237-1500 x266. For more information about HCRA or to view other career opportunities, please visit www.hcraontario.ca.

HCRA will offer a competitive compensation package including benefits and a defined contribution pension plan.

We thank all applicants for their interest, however, only those selected for further consideration will be contacted. Accommodation, if required, will be provided throughout the hiring process in accordance with the *Ontario Human Rights Code*.

HCRA IS AN INCLUSIVE EMPLOYER.

