

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 overseeing Ontario's new home builders and vendors. To learn more about the HCRA please visit www.hcraontario.ca.

Manager, Licensing

The HCRA is seeking an effective leader who will succeed in a fast-paced, high-profile environment to fill the role of **Manager, Licensing**. Reporting to the Deputy Registrar, you will:

- Lead the development and implementation of a licensing program, including licensing eligibility and requirements and the specificity of license conditions.
- Manage the implementation of new and renewal licensing requirements that determine applicant qualifications, including, code of conduct and ethics and criminal background and credit checks for new applicants.
- Oversee the assessment of applicant eligibility for licensing and renewal including educational competencies, review of past conduct relevant to honesty and integrity, and assessment of financial responsibility.
- Support the development and implementation of builder competency requirements.
- Manage content for a public directory/registry of new home builders and vendors, ensuring information is current.
- Monitor and analyze licensing issues to proactively recommend enhanced licensing processes, tools and approaches identifying opportunities to drive continuous improvement.
- Implement approved enhancements, aligned with the HCRA business plan
- Establish relationships with stakeholders related to licensing processes and standards.
- Respond to escalated licensing enquiries and issues and escalate appropriate matters to the Deputy Registrar and other functional units, as appropriate.
- Manage the operations and financial resources of the Licensing Unit to achieve results.
- Manage staff, monitoring work assignments for adherence to timelines and the achievement of performance and learning objectives.
- Create a working environment ensuring that unit staff are engaged, possess the required skills, are properly aligned and provided with the resources/tools to do the job.
- Manage and direct staff and cross-department project teams to ensure a cohesive operational unit and the optimum use of team skills.
- Provide coaching/mentoring within technical area of accountability.

Successful candidates will demonstrate the following:

- ✓ A minimum of six (6) years of progressive experience in a regulatory environment and five (5) years of experience in leading teams.
- ✓ Completion of a university degree in business administration, or related field – or a combination of education, training and experience deemed equivalent.
- ✓ Knowledge of the *New Home Construction Licensing Act, 2017*, HCRA policies, related regulations and legislation.
- ✓ Comprehensive knowledge of regulatory and consumer protection mandates and processes.
- ✓ Strong problem-solving, dispute resolution and negotiation and risk management skills.

- ✓ Sound knowledge and understanding of the practices and standards relating to program administration, preferably in the areas of licensing and regulatory compliance.
- ✓ Capacity to prioritize and multi-task in a fast-paced environment to meet goals.
- ✓ Proven strategic thinking and service-focused operational leadership to translate and communicate HCRA strategic direction and lead a team to achieve organizational goals.
- ✓ Strong interpersonal and communication skills to engage builders, other industry stakeholders and consumers about in licensing requirements in order to foster builder awareness and consider potential changes to processes and standards.
- ✓ Demonstrated proficiency in developing successful relationships with internal and external stakeholders where formal authority may not exist.
- ✓ Political acuity to recognize and respond in a timely manner to issues which may have an impact for the organization, clients and/or consumers.
- ✓ Effective facilitation, negotiation and conflict resolution abilities to develop optimal solutions that meet the needs of the organization.

How to Apply

To apply, please forward your resume and cover letter to HR Associates (our recruitment partner) at hcra-ml@hrassociates.ca by January 31st, 2022. If you have questions, please contact Luciana Da Silva at 416-237-1500 ext. 266. 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. A *Criminal Reference Check* will be required for the successful candidate.

We thank all external 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.

