

	Job Description #	9402
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	MANAGER, BUSINESS ANALYTICS AND CONTINUOUS IMPROVEMENT	
	Date Issued:	Nov 20, 2025
	Date Revised:	
<u>JOB DESCRIPTION</u> Manager, Business Analytics and Continuous Improvement		Job Description Approval <hr/> Chief Executive Officer

POSITION TITLE: Manager, Business Analytics and Continuous Improvement

REPORTING TO: Chief Executive Officer

WORKPLACE: 205 McNabb St., Sault Ste. Marie

WORKTYPE: In-person

JOB SUMMARY:

Reporting to the CEO, the Manager of Business Analytics and Continuous Improvement leads the organization's business analytics, process improvement, and quality enhancement initiatives. This role is responsible for developing and implementing the organization's overall quality improvement plan and coordinating the evaluation of Algoma Family Services programs in collaboration with the Finance and Systems Analyst and the Leadership Team. The Manager provides direct supervision to the Finance and Systems Analyst and the Information and Privacy Coordinator, supports strategic decision-making, and fosters a culture of data-driven continuous improvement. The Manager ensures that analytics, quality improvement, and evaluation projects are aligned with agency priorities, supports the professional development and performance of supervised staff, and collaborates with cross-functional teams to deliver actionable insights and optimize organizational processes in accordance with the agency's mission, vision, and values.

QUALIFICATIONS:

- Master's degree in Business Administration, Data Analytics, Finance, Statistics, Computer Science, or a related quantitative field.
- Minimum three (3) years' experience in business analytics, process improvement, or related roles.
- Experience in developing and implementing quality improvement plans and program evaluation.
- Experience with Lean, Six Sigma, or other continuous improvement methodologies.

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- Familiarity with accreditation standards and external review processes.
- Strong knowledge of statistics and statistical analysis methods.
- Proficiency with statistical analysis software such as SPSS, SAS, R, Python, or other relevant programs.
- Experience with data visualization tools (e.g., Tableau, Power BI, Excel).
- Advanced proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).
- Experience with database management and data governance principles.
- Demonstrated ability to lead projects, analyze complex data, and communicate findings to diverse stakeholders.
- Experience in change management and facilitating organizational change initiatives.
- Experience working in a not-for-profit, multi-service agency is an asset.
- Strong interpersonal, communication, and organizational skills.
- Ability to engage and collaborate with internal and external stakeholders, including funders, community partners, and clients.
- Commitment to inclusive, anti-oppressive, and culturally sensitive practices.
- Satisfactory criminal records check, including vulnerable sector screening.
- Valid driver's license and access to a reliable vehicle.
- Full vaccination required.

DUTIES AND RESPONSIBILITIES:

Business Analytics

1. Lead the development and implementation of data-driven strategies to support organizational goals.
2. Collect, analyze, and interpret key performance indicators (KPIs), business performance data, and sector trends.
3. Develop and maintain analytical tools, dashboards, and reports for internal stakeholders.
4. Consult with teams to understand business models, objectives, and challenges that analytics can address.
5. Ensure data integrity, governance, and security in all analytics activities.

Continuous Improvement

6. Drive process improvement initiatives using Lean, Six Sigma, and other methodologies.
7. Facilitate cross-functional teams to identify opportunities for efficiency, cost savings, and enhanced service delivery.
8. Develop and track metrics to measure the impact of improvement projects.

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9. Support the definition and execution of large, cross-functional improvement initiatives aligned with strategic priorities.
 10. Identify and share best practices across business units.

Quality Improvement & Program Evaluation

11. Develop and lead the organization's overall quality improvement plan, ensuring continuous enhancement of service delivery and alignment with agency priorities and regulatory requirements.
12. Coordinate and conduct program evaluation activities in collaboration with the Finance and Systems Analyst and the Leadership Team.
13. Monitor, analyze, and report on program performance, outcomes, and impact, recommending improvements and supporting implementation of best practices.
14. Ensure compliance with accreditation standards and participate in external reviews or audits as required.

Collaboration & Leadership

15. Work closely with the Senior Leadership Team to advance strategic initiatives.
16. Facilitate cross-departmental collaboration for quality improvement and program evaluation initiatives.
17. Build and mentor teams with skills in statistical methods, modeling, and data analysis.
18. Provide training and support to staff on analytics, continuous improvement, and evaluation tools and techniques.
19. Foster an inclusive work environment that values diversity, equity, and innovation.

Supervision

20. Directly supervise the Finance and Systems Analyst and the Information and Privacy Coordinator.
21. Provide leadership, guidance, and support to ensure effective performance, professional development, and alignment with organizational goals.
22. Conduct regular supervision, performance reviews, and support ongoing training and development for direct reports.

Administration & Compliance

23. Maintain confidentiality and privacy of agency, staff, and client information in accordance with policies and legislation.
24. Ensure compliance with relevant legislation, regulations, accreditation standards, and quality improvement requirements.

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25. Prepare reports and presentations for leadership and board meetings.
 26. Participate in professional development and contribute to agency-wide projects as assigned.
 27. Attend All Staff meetings.
 28. Complete Dayforce (timesheet) entries as specified.
 29. Comply with agency policies and procedures.

Health & Safety

30. Contribute and lead in the culture of safety and prevention of adverse health events for all in the organization.
31. Adhere to health and safety policies and procedures.
32. Ensure the security and safety of staff, volunteers, and guests by adhering to the standards as defined in agency policies and procedures.

Performance

33. Achieve the defined organizational performance benchmarks for the position that reflect agency and provincial expectations.
34. Participate in supervision at least once a month.
35. Take initiative in developing a personal professional development plan.
36. Support Algoma Family Services' vision, mission, values, and strategic priorities.

Agency Engagement

37. Actively participate in agency-wide activities, initiatives, and events.
38. Serve on a minimum of one committee within the organization, contributing to collaborative planning, evaluation, and improvement efforts.

Other

39. Assume other responsibilities as may be assigned from time-to-time by the CEO or delegate.

FUNCTIONAL ABILITIES

- **Physical Demands:**

- The job entails lifting (up to 50 lbs) and moving objects, reaching, bending, and kneeling.
- Perform repetitive tasks such as data entry.
- Sitting for extended periods.

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- **Mental Demands:**

- Requires periods of focused concentration to ensure tasks are completed accurately and efficiently.
- Ability to manage multiple tasks and prioritize work effectively.
- Maintain attention to detail while performing tasks.
- Maintain a high degree of accuracy in the completion of reports and presentation of information.
- Meeting required reporting deadlines.

- **Exposure to Hazardous Materials:**

- Exposure to potential hazardous materials, including cleaning chemicals and bio-hazards.
- Follow safety protocols and use personal protective equipment (PPE) when handling hazardous materials.
- Ensure compliance with safety regulations and guidelines to minimize risk.

Acknowledgement

I have read and understood the responsibilities and requirements of the Manager of Business Analytics and Continuous Improvement position.

Employee Name: _____

Employee Signature: _____

Date: _____

Supervisor Name: _____

Supervisor Signature: _____

Date: _____