



Position Title: Regional Manager, Apprenticeship Services

Position Type: Permanent Full-time

Location: Ottawa / London / Thunder Bay / Vaughan

Job Grade: 7

Salary Range: \$102,102.52 - \$138,660.70 / year

Hours of work: 36.25 hr/week

Reporting to: Director, Registration Services

This posting is applicable to: Internal & External Applicants

Skilled Trades Ontario is a Crown agency responsible for skilled trades certification in Ontario, which includes:

- **Establishing apprenticeship programs**, including training standards, curriculum standards and certification exams
- **Assessing experience and qualifications** of individuals who have not completed an apprenticeship program in Ontario
- **Issuing Certificates of Qualification** in all trades with certifying exams
- **Renewing Certificates of Qualification** in compulsory trades
- **Maintaining a Public Register** of people authorized to work in compulsory trades
- **Conducting research** in relation to apprenticeship and the trades

Skilled Trades Ontario (STO) is currently looking to fill four (4) Regional Manager, Apprenticeship Services positions to oversee the stakeholder engagement required to support apprenticeship program advocacy and apprentice success. This is a new role within STO's leadership group, and will be responsible for overseeing a regional footprint as well as leading a team of Apprenticeship Advisors who will market the apprenticeship program to potential apprentices, employers, and stakeholders, highlighting its benefits and opportunities. The

manager will also provide support to apprentices, employers and journeypersons to address barriers to apprenticeship progression and completion.

Key success factors will be to establish and ensure effective collaboration with educational institutions, community centers, and organizations to promote skilled trades careers, as well as guide the consultation process to help apprentices set and achieve their career goals.

Responsibilities:

- **Team Leadership & Development:** Manage a team of regional apprenticeship service coordinators and advisors, providing ongoing training and professional development. Ensure the team is equipped to handle inquiries and manage processes efficiently;
- **Program Awareness & Recruitment Initiatives:** Lead regional efforts to promote STO apprenticeship programs, working in collaboration with regional groups such as schools, community organizations, and employers. Design initiatives aimed at increasing program participation and broadening awareness of apprenticeship opportunities;
- **Program Management & Oversight:** Participate in the administration of STO's apprenticeship programs, ensuring that services such as registration, training agreements, and certification processes are delivered efficiently and align with provincial and STO standards;
- **Stakeholder Coordination & Engagement:** Work closely with regional employers, training providers, apprentices, and other stakeholders to facilitate the smooth operation of apprenticeship programs. Act as the main point of contact for regional program-related inquiries, ensuring stakeholders are supported throughout the apprenticeship journey;
- **Apprentice and Employer Support Services:** Lead a regional team responsible for delivering extended direct support to apprentices and employers, ensuring they receive timely assistance with training agreements, exams, and certification processes. Implement strategies to address common issues faced by apprentices during the lifecycle of their apprenticeship program;
- **Monitoring Program Metrics & Reporting:** Track key performance indicators (KPIs) for apprenticeship services, such as registration and completion rates, and exam success. Provide detailed reports to STO leadership to evaluate program effectiveness and highlight areas for improvement;
- **Issue Resolution & Program Improvements:** Manage the resolution of escalated regional issues related to apprenticeship services, such as disputes over training agreements or certification concerns. Use insights from these issues to suggest improvements to STO's apprenticeship service delivery model;
- **Collaboration with STO Leadership & External Partners:** Collaborate with STO leadership to ensure that apprenticeship services align with broader organizational

goals. Work with external regional partners, such as industry groups and educational institutions, to keep services relevant and responsive to changing industry needs;

- **Resource Allocation & Operational Efficiency:** Oversee the operational aspects of regional apprenticeship services, including resource allocation, process improvement, and the management of service delivery tools (such as registration platforms). Focus on maximizing the efficiency of apprenticeship services.

Education and Experience:

- Certified Trades Professional is considered an asset
- Bachelor's degree in education, public relations, strategic communications, social services or a related field or equivalent combination of site supervisory experience along with Trade certification
- Extensive experience in public or stakeholder relations, particularly in the education, workforce development and skilled trades sectors;
- Proven experience in leadership and team management;
- Experience working with diverse communities and promoting programs to underrepresented groups;
- Experience in partnership development with educational institutions, community organizations, and industry stakeholders;

Knowledge of:

- In-depth knowledge of apprenticeship programs and skilled trades careers;
- Experience in community engagement and partnership development;
- Project management and data analysis;

Skills include:

- Strong leadership and team management skills;
- Excellent communication skills, both written and verbal;
- Advanced marketing and promotional skills, including digital marketing, social media, and event planning;
- Strong project management skills;
- Interpersonal and networking skills;
- Cultural competence and the ability to engage with diverse groups;
- Creativity and innovation;
- Analytical skills for assessing program effectiveness;

Personal Attributes:

- Passion for education and skilled trades careers;
- Commitment to diversity, equity, and inclusion;
- Adaptability and flexibility;
- Team player with a collaborative approach;
- Strong organizational and multitasking abilities;

*Only those candidates selected for an interview will be contacted.

How to Apply: Please forward your resume by 5 pm on **December 6, 2024** to careers@skilledtradesontario.ca. Only applications submitted via email will be accepted. **Please indicate the region for which you are applying for** as part of your application and quote the following competition number in the subject line of your email: **STO-053-24**.

We thank all applicants for their interest and will contact those whose skills, knowledge, and experience most closely match the requirements of the position.

Skilled Trades Ontario embraces diversity and is committed to creating an inclusive workplace. Our goal is to attract, develop and retain highly talented employees from diverse backgrounds, allowing us to benefit from a wide variety of experiences and perspectives. In accordance with the Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005, and the STO's Accommodation Policy, accommodation will be provided at any point throughout the hiring process, provided the candidate makes their accommodation needs known to the STO. We welcome applications from all qualified persons.

Skilled Trades Ontario is an equal opportunity employer.