

## **JOB OPPORTUNITY**

**Position Title:** Manager, Apprenticeship Training Delivery & Partnerships

**Position Type:** Regular/Full-Time

**Location:** Mississauga, ON

**Job Grade:** 7

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

**Hours of work:** 36.25 hours/week

**Reporting to:** Director, Apprenticeship Training, Curriculum, Standards and Examination

**This posting is applicable to:** Internal/External Applicants

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

- **Establishing apprenticeship programs**, including training standards, curriculum standards and certification exams.
- **Administering apprenticeship programs**, including approving apprentices and sponsors, registering training agreements and assessing applications for apprenticeship program completion.
- **Issuing certificates of apprenticeship** to completed Ontario apprentices.
- **Assessing experience and qualifications** of individuals who have not completed an apprenticeship program in Ontario.
- **Administering exams**, including certifying exams, in all trades subject to certifying exams.
- **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.
- **Researching** apprenticeships and the trades.

The Manager of Apprenticeship Training Delivery and Partnerships is responsible for leading a centralized team of Apprenticeship Training Coordinators who support the delivery of high-quality apprenticeship training across Ontario's skilled trades system. Working within Skilled Trades Ontario (STO), this role ensures training delivery is aligned with STO's mandate to strengthen system efficiency, enhance client service, and support a modernized apprenticeship framework.

The Manager oversees relationship management, including the in-class enhancement fund, and all aspects of seat scheduling with approved training delivery agents (college,

non-college, union, etc.). To ensure timely and efficient scheduling of apprenticeship classes and provide evidence-based recommendations to inform operational decision making. This role ensures that all scheduling and delivery activities adhere to organizational and regulatory requirements, meets strict timelines, and contributes to an exceptional experience for apprentices, employers, and training providers.

### **Responsibilities:**

#### **1. Team Leadership & Performance Management**

- Provide leadership, direction, and coaching to a team of Apprenticeship Training Coordinators.
- Set clear performance expectations and monitor workload distribution, productivity, and service quality.
- Foster a collaborative, high-performing team culture focused on problem-solving, accountability, and continuous improvement.
- Identify professional development needs and support staff capability building.

#### **2. Training Delivery Oversight**

- Oversee the planning, coordination, and scheduling of apprenticeship training classes across multiple regions.
- Ensure adherence to established timelines, operational standards, and regulatory requirements. Monitor training delivery trends and capacity needs, providing recommendations to the Director of Apprenticeship Training, Curriculum Standards and Exams.

#### **3. Stakeholder & Partnership Management**

- Support the development and maintenance of strong partnerships with training delivery agents, employers, and sector partners.
- Oversee and be accountable for seat-purchase negotiations conducted by the team with approved training delivery agents, ensuring outcomes align with STO priorities, funding parameters, and service standards.
- Provide guidance, escalation support, and final recommendations on negotiation strategies, seat allocations, pricing considerations, and delivery commitments.
- Act as an escalation point for complex stakeholder issues, ensuring timely resolution and consistent application of STO expectations.
- Ensure negotiated seat volumes and delivery commitments translate into executable schedules and successful class delivery across regions.

- Promote STO's commitment to transparency, accountability, and client-centered service.

#### **4. Evidence Based Decision Support**

- Oversee the collection and analysis of operational data to support evidence-based recommendations on training needs, program changes, and resource allocation.
- Prepare summaries, briefing notes, and operational updates for senior leadership.
- Identify systemic issues and propose solutions that improve client experience and operational efficiency.
- Leverage data, metrics, and stakeholder insights to enhance training delivery planning.

#### **5. Operational Excellence**

- Ensure consistent application of policies, procedures, and documentation standards across all scheduling and training activities.
- Monitor compliance with apprenticeship program requirements, STO operational protocols, and provincial regulations.
- Lead and support initiatives that enhance efficiency, customer service, and overall program outcomes.
- Contribute to continuous improvement efforts within STO to modernize processes and strengthen system performance.

#### **Qualifications:**

- Strong understanding of apprenticeship pathways and Ontario's skilled trades system, and regulatory framework (asset).
- Exceptional communication skills, both verbal and written, with the ability to convey complex information clearly.
- Demonstrated ability to oversee and support negotiations, manage complex stakeholder relationships, and resolve escalated conflicts.
- Proven ability to make evidence-based decisions using data, metrics, and stakeholder input.
- Excellent organizational and time-management skills, with the ability to meet strict deadlines.
- Strong analytical, critical thinking, and problem-solving abilities.
- Proficiency with digital tools, scheduling systems, and data management software.

**What STO Offers:**

- Work-life balance
- Comprehensive health and dental benefits
- RRSP matching (up to 6%)
- Employee Assistance Program (EAP) through TELUS Health with employee perks

How to Apply: Please submit your resume to ADP by **July 31, 2026** via the following link:

[https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=ca763c0a-275d-409e-95c5-2b5d98d0de89&cclid=19000101\\_000001&jobId=612940&lang=en\\_CA&source=CC2](https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=ca763c0a-275d-409e-95c5-2b5d98d0de89&cclid=19000101_000001&jobId=612940&lang=en_CA&source=CC2)

**Our Recruitment Process Includes:**

- Step 1: Resume Screening
- Step 2: Phone Screening
- Step 3: Panel Interview(s)/Assignment
- Step 4: Selection
- Step 5: Offer of Employment

We thank all applicants for their interest and will only 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 Skilled Trades Ontario's Accommodation Policy, accommodation will be provided at any point throughout the hiring process, provided the candidate makes their accommodation needs known to Skilled Trades Ontario. We welcome applications from all qualified persons.*

*Skilled Trades Ontario is an equal opportunity employer.*