Senior Director, Program Delivery

Requisition	R0000173777
Employer	Royal Bank of Canada
Canadian locations	Toronto (Ontario, Canada)
Primary address	600 QUEENS PLATE DR, TORONTO, ON M9W 0A4, Canada
Posted	November 12, 2026
Date in the description	May 24, 2026
Posted deadline	November 30, 2026
Last day to apply	November 29, 2026
Business area	TECHNOLOGY AND OPERATIONS
Employment status	Regular
Work schedule	Full time · 37.5 h per week
Pay type	Salaried

The position

RBC's AI Group is scaling rapidly to deliver on our $1 billion AI ambition, deploying transformative AI solutions across credit, fraud detection, market intelligence, pricing optimization, and generative AI applications. As the AI Solutions portfolio expands across multiple lines of business, we need a strategic leader who can blend technical depth with program execution excellence to drive delivery at scale.

As a member of RBC Borealis AI, reporting to the VP, Solutions Engineering & Delivery, the Senior Director, Program Delivery will lead the strategic planning, execution, and governance of large-scale AI solution delivery programs across RBC's enterprise. You'll bring both technical credibility and program management expertise to ensure AI initiatives are delivered on time, within budget, and aligned with business objectives while managing dependencies across research teams, engineering teams, platform groups, and business stakeholders.

You will establish excellence in program delivery across the AI Group, establish governance frameworks and foster a culture of ownership and continuous improvement. Your combination of technical understanding and delivery leadership will allow RBC to accelerate the adoption of AI and provide measurable business value across the organization.

Responsibilities

Strategic Program Leadership

- Lead the delivery of the AI Group's most strategic and complex programs, aligning with RBC's $1 billion AI and corporate goals.
- Partner with VP, Solutions Engineering & Delivery and senior AI Group leadership to translate strategic priorities into actionable program plans with clear roadmaps, milestones, and deliverables.
- Simultaneously monitor several large-scale AI service delivery programs, manage the interdependencies between ATOM Engineering, AI Solutions Engineering, platform teams and business lines.
- Work with senior management to define business case, program objectives, scope, timelines and budgets for major AI initiatives.
- Translate the program's vision into detailed delivery plans with related financial objectives, delivery design and measurable key performance indicators.

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Program Management Excellence & Delivery Operations

- Establish and develop program management practices across the organization AI Solutions, by creating standardized processes, methodologies and tools.
- Promote continuous improvement by identifying opportunities for process optimization and implementing best practices to improve delivery effectiveness.
- Manage and facilitate the delivery of agile, large-scale delivery, including program and initiative dependencies, technology prioritization, resource planning and platform capabilities.
- Use evaluation reports and performance indicators to track program health, delivery speed and business outcomes, by establishing data-based decision-making practices.
- Provide timely reporting on the status of the program, risks and mitigation strategies to management steering committees and senior stakeholders.

Technical Leadership & Engineering Collaboration

- Apply technical expertise to understand AI solution architectures, platform dependencies and engineering constraints that affect program delivery.
- Partner in close collaboration with the engineering leaders (ATOM Engineering, AI Solutions Engineering, Platform teams) to balance technical excellence with delivery times.
- Navigate into complex technical compromises and help teams make informed decisions on architecture, tooling and delivery approaches.
- Establish technical governance processes that ensure quality, scalability and reliability without compromising delivery speed.
- To serve as a credible technical voice in discussions with stakeholders, translating technical concepts for business audiences and technical team needs.

Cross-Functional Collaboration & Stakeholder Management

- Develop strong relationships with key stakeholders in the areas of AI research, applied AI, platform teams (Lumina, AI Architecture), business line IPOs and business partners.
- Facilitate effective communication and collaboration among program teams, technology partners and senior managers to promote alignment and remove barriers.
- Associate with governance, model risk and compliance teams to ensure that program deliverables meet regulatory and ethical standards for AI.
- Work with business line managers to understand requirements, manage expectations and ensure AI solutions provide measurable business value.
- Promote cultural transformation by fostering a program mentality, shared ownership and user-centred delivery practices across delivery teams.

Team Leadership & Capability Building

- Create and lead a team of program managers and leaders responsible for delivering AI solutions programs.
- Promote a culture of ownership, innovation, accountability and continuous learning within the delivery team.
- Mentor and develop the talent in program management, create career paths and strengthen organizational capacity.
- Provide delivery teams with the tools, processes and support necessary to succeed in a complex and timely delivery environment.
- Champion of Strategic Narrative and Change Management to foster new delivery practices and cultural attitudes.

Risk, Financial & Resource Management

- proactively identify, assess and mitigate program risks, develop contingency plans, and ensure effective risk management across the portfolio.
- Drive issue resolution and escalation management, ensuring obstacles are addressed quickly and effectively.
- Manage program budgets and financial planning in collaboration with the finance and business management teams.

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- Optimize resource allocation across programs by balancing capacity, skills and priorities to maximize delivery performance.
- Monitor program spending, anticipate future needs and ensure cost efficiency across the AI Solutions portfolio.

Qualifications

Requirements

- 12+ years of experience in the delivery of technologies with a solid technical foundation (software engineering, platform engineering, or preferred training infrastructure).
- 7 years and over in program management, delivery leadership or technical leadership, and in managing complex, large-scale technology programs.
- In-depth technical knowledge of software delivery, platform engineering, cloud architectures and modern engineering practices.
- Proven track record delivering complex AI, ML, data, or platform programs in production environments, preferably in financial services or regulated industries.
- Demonstrated ability to lead and influence technical teams while leading program delivery and accountability.
- A good understanding of the delivery of AI/ML solutions, including model development, engineering, platform integration and production deployment.
- Experience in establishing program governance, delivery frameworks and operational excellence in complex and fast environments.
- Excellent stakeholder management skills with the ability to influence senior executives, technical leaders and business partners.
- Strong analytical and data-driven decision-making skills with experience using OKRs, KPIs, and metrics to drive delivery outcomes.

Assets

- Context as a software engineer, platform engineer or distinguished engineer who has moved to the delivery direction.
- Experience of platform engineering teams or platform building capabilities as a product.
- Project Management Certifications (PMP), Agile, SAFe or Scrum Master.
- Experience in cultural transformation and organizational change in engineering organizations.
- Understand AI production, basic models, MLOps and delivery of AI solutions across the company.
- Experience in program management with $10 million budgets and inter-functional teams of 50 or more people in several work areas.
- Familiarity with digital banking platforms, online/mobile systems or delivery of customer-oriented technologies.
- Diploma in Computer Science or equivalent technical training; Master's degree in Technology Management or related field is a plus.
- Monitor the state of thought leadership through conferences, technical writings or community engagements.

Pay and benefits

RBC teams aim to grow by working together, thinking ahead and giving dependable advice that helps clients and communities prosper. They support one another, develop their potential and strive for outcomes that benefit the communities they serve as well as the bank.

- Strategic Impact: Lead the delivery of RBC's most transformative AI programs, directly contributing to the $1 billion AI bank's ambition.
- Leadership Opportunity: As a member of RBC Borealis AI, create and lead a program delivery team while developing AI delivery practices and standards across the organization.
- Technical and strategic mix: Take advantage of your engineering experience while promoting excellence in organizational delivery.
- A diverse and complex portfolio: managing leading-edge AI initiatives covering ATOM deployment, generating AI, fraud detection, credit optimization, etc.

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- Cross-functional influence: Partner with leading AI researchers, engineers, platform teams, and business leaders across RBC.
- Total total premium program including competitive remuneration, premiums, flexible benefits and stock options.
- Talent Development: Leaders who support your growth through coaching, mentoring and opportunities to expand your service delivery expertise.
- Dynamic and efficient team: Work alongside some of the brightest minds in AI, technology and financial services.
- Growing Impact Opportunities: As RBC expands its AI portfolio, your reach, influence and career opportunities will also be affected.

Job Skills

Adaptation, budgeting, team collaboration, decision-making, information technology (IT) projects, long-term planning, program management, resource management, team management, vision alignment

RBC accepts applications until 11:59 p.m. on the day before the posted deadline.

Our Employment Opportunities

RBC works as One RBC and follows five shared values: putting clients first, integrity, collaboration, respect and excellence. As one of the world’s largest and most successful banks, it sees inclusion and different perspectives as important to continued growth. RBC supports staff in doing their best work, working together, innovating and developing professionally. Its policies and programs foster respect, belonging and opportunities for everyone to create value for clients and communities.

Talent community

People who join RBC’s talent community can receive new postings, career advice and recruitment event updates tailored to their interests.

RBC’s careers portal shares information about career paths and how its teams contribute to client and community well-being.

RBC is accepting applications for an existing vacancy. Qualified applicants may hear from the recruitment team for a more detailed review of their résumé.

Search for requisition R0000173777 on the RBC careers portal.

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