Senior Director, Operations

Requisition	R0000191867
Employer	Royal Bank of Canada
Canadian locations	Toronto (Ontario, Canada)
Primary address	600 QUEENS PLATE DR, TORONTO, ON M9W 0A4, Canada
Posted	November 3, 2026
Business area	WEALTH MANAGEMENT
Employment status	Regular
Work schedule	Full time · 37.5 h per week
Pay type	Salaried

The position

As the Senior Director, Operations in Canadian Wealth Management Operations, you will help drive strategy in a large diverse group of departments that supports multiple business lines across RBC. You will provide oversight, coaching, and strategic direction to a large team of experienced managers, collaborate cross-functionally across business lines, and represent RBC at industry associations and regulatory forums. The position requires advanced knowledge of various regulatory, tax and industry laws and its operational impacts. A need for proven strong leadership to manage and develop high-performing teams, and the ability to drive transformation across systems, processes, controls, businesses and industry.

Responsibilities

- Lead a broad team of professionals who ensure and lead regulatory compliance, risk mitigation and strategic oversight of groups within this mandate, which provide seamless delivery to clients and regulators.
- Develop and implement short- and long-term strategies to ensure operational readiness for daily deliverables, new regulations and system implementation.
- Act as the subject matter expert and senior liaison for all matters with regulators (CRA, IRS, CIRO, etc.), internal and external auditors, industry peers, and key internal stakeholders. Represent and lead on behalf of RBC at Industry Associations and Regulatory forums. Influence policy, process, and system enhancements by collaborating with business, technology, compliance, risk partners and external industry partners and regulators.
- Supervise the design, documentation and improvement of internal controls, ensuring that they meet the company's standards of compliance, audit and risk.
- Lead or contribute to inter-functional and enterprise-wide initiatives in relevant areas such as strategy, compliance, technological upgrades and operational efficiency when needed.
- Monitor departmental metrics, analyze data trends, and report on operational effectiveness and risk indicators. Ensure staff development through coaching, knowledge sharing, succession planning, and performance management.
- Support business continuity, business resilience and regulatory reviews of the operational areas of Heritage Management Canada under this mandate.
- Proactively identify risks and recommend mitigation strategies to ensure ongoing compliance with all relevant laws and industry standards. Manage high risk events and escalations internally and externally on ongoing basis.

Qualifications

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Must haves

- 10 years and more experience in financial services transactions, Canadian and international tax knowledge, including CRA, Revenu Québec, IRS and preferred international reporting requirements and standards, and regulatory compliance experience.
- Experience in leadership by managing very large and diverse teams and complex operational functions and relationships.
- Demonstrated ability to lead and lead activities through strategic change, continuous process improvements and risk mitigation.
- Work experience in a complex and multi-sector environment of activity and products.
- Actively manage and contribute actively to a diverse range of stakeholders.
- Bachelor's degree or equivalent work experience.

Assets

- A good understanding of heritage management services, processes, systems and operations.
- Graduate degree in business, finance or accounting.
- Canadian Securities related courses.
- Knowledge of the audit, compliance or management of tax risks in a brokerage or wealth management environment.

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.

- A total compensation program with competitive pay, bonuses and flexible benefits, plus commissions and stock where applicable.
- Managers who coach employees and help them find opportunities to develop.
- Ability to make a difference and have a lasting impact.
- Join a collaborative team that works at a high standard and looks for new ways to improve.
- Flexible work/life balance options.
- Opportunities to do challenging work.
- Opportunities to assume progressively greater responsibilities.
- Access to a variety of job opportunities across business.

Job Skills

Adaptability, Operational Performance Management, Client Service, Decision-making, Interpersonal Relationship Management, Operational Delivery, Process Improvements, Time Management

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.

Search for requisition R0000191867 on the RBC careers portal.

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