Director, Operations AI Readiness

Requisition	R0000192537
Employer	Royal Bank of Canada
Canadian locations	Toronto (Ontario, Canada)
Primary address	600 QUEENS PLATE DR, TORONTO, ON M9W 0A4, Canada
Posted	November 20, 2026
Last day to apply	December 3, 2026
Posted deadline	December 4, 2026
Business area	PERSONAL & COMMERCIAL BANKING
Employment status	Regular
Work schedule	Full time · 37.5 h per week
Pay type	Salaried

The position

As a strategic leader, you will support the transformation of the organization's operational readiness for the next AI era. You will pivot the organization from passive analytics toward human-controlled, Agentic AI operations—autonomous, multi-agent systems capable of reasoning, planning, tool usage and workflow execution, while maintaining controls and managing risk. You will support transformation and change management teams, bridging the gap between technical AI capability and human-centred organizational adoption. By establishing continuous learning ecosystems, supporting change management, leading AI governance frameworks and supporting PCO AI strategy, you will ensure employees are equipped, confident, excited and proactive in co-working alongside intelligent software agents.

Responsibilities

- AI Transformation Strategy and Roadmap: align with business leaders on the transformation vision and support the implementation of a multi-year roadmap for the transfer of AI static generation tools teams to agent-based standalone workflows; manage and improve managers to identify high-value processes for agent-based automation.
- Officer Governance Framework Lead the development and maintenance of governance for the development of operational officers, including approval processes, maintenance standards and risk assessment criteria.
- Risks, guarding and compliance Monitor risk review processes for the deployment of user officers, define operational guardrails and security protocols from an operational perspective, and work with risk, risk and compliance operations to ensure alignment of regulatory and internal controls.
- Learning and Capacity Development for AI Deploy and maintain role-based AI learning pathways, from basic AI literacy to advanced human loop design, and collaborate with internal, academic, supplier and training partners to maintain up-to-date content.
- Adoption Support change management efforts to address concerns related to role displacement and build confidence in autonomous systems.
- Strategy Communication & Forum Facilitation Coordinate communication of the PCO AI strategy and programs with strategy and enablement teams, and organize and facilitate strategic AI meetings and forums, including agendas, minutes, and action tracking.
- Leadership Support & Operations Provide administrative and operational support to the VP of Ops Data and AI to keep the team engaged and compliant.

Qualifications

Royal Bank of Canada Website, © 1995-2026 - Tous droits réservés © 2026 - optimisé par novijob™

novijob.com novijob.com novijob.com novijob.com novijob.com novijob.com novijob.com novijob.com

Requirements

- Agentic AI and automation: Hands-on exposure to autonomous agents, workflow orchestration, or human-in-the-loop system design
- Business Transformation: Partnering with business leaders to reshape processes and foster adoption
- Stakeholder Management: Experience that influences senior management and coordination between risk management, compliance, law and business units
- Data and AI Strategy: Experience in developing multi-year roadmaps for AI, analysis or digital transformation in a large organization
- Governance and Risks: Familiarization with risk models, AI governance or technology risk frameworks, ideally in a regulated sector such as the banking sector

Assets

- Change Management: Experience in labour force adoption or change initiatives, including communicating the impact of the role
- Understanding of Canadian AI and banking regulations, such as OSFI's guidelines and privacy requirements
- Learning and Empowerment: Experience in designing role-oriented AI training programs or in collaboration with academic partners and suppliers
- Governance Tools: Experience in establishing approval workflows or risk assessment criteria for AI/end-user development
- Forum and program leadership: Experience running executive AI councils or steering committees
- Financial Services Experience: Previous work at a bank or other large regulated financial institution

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.

- Capacity to make a difference and sustainable impact
- Opportunity to take on progressively greater accountabilities

Job Skills

Adaptability, AI Officer Governance, Business Performance Management, Client Service, Decision Making, Interpersonal Relationship Management, Business Delivery, Process Improvements, Strategic Planning, Team Coordination, 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.

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 R0000192537 on the RBC careers portal.

novijob.com novijob.com novijob.com novijob.com novijob.com novijob.com novijob.com novijob.com

Royal Bank of Canada Website, © 1995-2026 - Tous droits réservés © 2026 - optimisé par novijob™