Senior Program Manager, Change & Transformation

Requisition	R0000192564
Employer	Royal Bank of Canada
Canadian locations	Toronto (Ontario, Canada)
Primary address	600 QUEENS PLATE DR, TORONTO, ON M9W 0A4, Canada
Posted	November 19, 2026
Date in the description	November 17, 2026
Posted deadline	December 31, 2026
Last day to apply	December 30, 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-Driven Software Development Lifecycle (AI-DLC) program is scaling across Technology & Operations through a franchise model. A central team owns the method, platform, measurement and playbook. Each L3 (Senior Executive) acts as a franchise, owning local execution, adoption and sustained ownership under a named AI-DLC Lead.

As the Senior Program Manager, Change and Transformation, you will own the Franchise model, reporting to the delivery and delivery program, online. You will oversee moving each L3 from start to steady state on time: past doors of entry, 12-week adoption plan on track, and central teams providing what each L3 needs.

You will plan and sequence deployment, coordinate L3 and central teams (Modification and Learning, Platform, Benefits and Reference Base), execute the transfer and waiver process with ESG technology, and provide decision makers with accurate and timely information. You must be comfortable in a high visibility environment and be able to have direct conversations with the senior AI-DLC level manager Responsible on unmet portals.

Responsibilities

- Deployment Planning: To have the L3 franchise deployment plan from end to end: sequencing, milestones, dependencies and timing, from launch to steady state.
- Entrance and waivers: Drive each L3 through the five entrance doors (roles equipped, state of readiness assessed, plan signed, platform ready, active champion layer) with L3 Leads and ESG technology. Run the waiver process with a space, date of closure and owner, surface exhaling waivers early, and allow no silent renewal.
- Adoption & Readiness: Support each L3 through the 12-week adoption plan and readiness assessment, including white-glove or self-serve triage. Flag drift against handbook milestones and agree corrective actions with the Lead.
- Central Team Coordination: Coordinate dependencies between L3s and Central teams (Live Programs, Change & Learning, Platform, Benefits & Baseline), and hold each team to its commitments. Resolve cross-L3 conflicts and capacity gaps, or take them to the right forum.
- Forums & L3 Front Door: Run franchise forums, kickoffs, training and certification milestones, office hours and Demo Days. Route L3 questions to the right Central team, log them by topic, and track response times.
- Tracking & Reporting: Maintain the franchise tracker as the single view of every L3 (gates, milestones, staffing, training, actions). Collect and check monthly funnel and RAG reports, and contribute content to Technology ESG and OC briefings with Lead Operations.
- Escalation: Escalate off-track L3s or Central dependencies to the Delivery & Exec Lead and Technology ESG with context and a recommended path, and follow through to resolution. Work with the Program Manager to triage working-level issues.
- Continuous Improvement: Capture feedback from L3 Leads, orchestrators and Change Champions, and analyze recurring questions, gate failures and blockers. Keep the handbook, templates and checklists current, and share lessons from early franchises.

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Qualifications

Requirements

- Experience: 8 years or more of program or delivery management in technology transformation programs, financial services or large-scale business change, ideally in a large regulated company with formal governance structures.
- Multi-Takeholder Rollout: Proven ability to deploy to many business units or teams, holding other leaders to commitments without direct authorization.
- Senior Stakeholder Management: Credibility of having direct and frank conversations with senior managers and executive sponsors.
- Discipline and Process Communication: A strong organization to accurately track many competing work areas, owners and deadlines, with clear and concise written and verbal communications for seniors.
- Tooling & Independence: Proficiency with JIRA, Confluence, PowerPoint, Excel and Outlook, turning raw data into executive-facing views. Comfortable working independently with minimal oversight.

Assets

- Prior experience supporting AI, Agile or SDLC transformation programs, or knowledge of AI-Native SDLC concepts.
- Experience with a franchise, federated, hub-and-spoke deployment model or centre of excellence.
- Experience in change management, training deployment or adoption programs.
- Familiarity with benefit measurement or baseline methodology.

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 in technological transformation
- Join a collaborative team that works at a high standard and looks for new ways to improve.
- A world-class financial services and technology training program
- Flexible work/life balance options

Job Skills

Business Directorate, Communication, Decision-making, Long-term Planning, Organizational Change Management, Program Management, Resource Coordination, Results Direction, Team Management, 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 R0000192564 on the RBC careers portal.

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