Senior Manager, Benefits Realization and Value Management

Requisition	R0000192594
Employer	Royal Bank of Canada
Canadian locations	Toronto (Ontario, Canada)
Primary address	600 QUEENS PLATE DR, TORONTO, ON M9W 0A4, Canada
Posted	November 17, 2026
Last day to apply	December 25, 2026
Posted deadline	December 26, 2026
Business area	TECHNOLOGY AND OPERATIONS
Employment status	Regular
Work schedule	Full time · 37.5 h per week
Pay type	Salaried

The position

The Senior Manager, Benefits Realization and Value Management is a strategic role responsible for supporting the AI-DLC in establishing mature benefits tracking processes and operating models across Technology & Operations (T&O) and AI Group—critical areas with significant value potential but varying levels of measurement maturity. This role will drive the realization and validation of multi-million dollar benefits through rigorous governance frameworks, prospective measurement methodologies, and exceptional stakeholder management. The ideal candidate combines strong financial acumen, process design excellence, and influencing skills to transform benefits measurement from ad-hoc to enterprise-grade across diverse business groups.

Responsibilities

- Benefits Measurement Framework Development
- Design and implement comprehensive benefit measurement frameworks adapted to various operating models and value factors in the T&O and AI Group business units
- Establish forward-looking measurement processes that require documented baseline information BEFORE the initiative is launched (scope, schedule, resource allocation with system approval)
- Define benefit taxonomies and calculation methods for infrastructure optimization, service delivery improvement, AI productivity gains, cost avoidance, capacity optimization and other value types
- Create governance checkpoints at project initiation, execution milestones, and completion to ensure measurement rigor
- Create trust frameworks that communicate data quality and measurement certainty transparently
- Deploy monitoring mechanisms to capture actual results (e.g., hours, deliverables, quality measures, cost implications, etc.) during implementation and compare approved baseline data
- Develop audit-ready documentation standards to ensure that all claims are supported by verifiable data
- Stakeholder Management and Business Partnership
- Working closely with T&O and AI business leaders to understand value factors, build confidence and gain support for measurement processes
- Influence senior stakeholders who may be unfamiliar with rigorous benefits tracking to adopt new governance standards
- Facilitate benefit identification workshops with business teams to discover and quantify value opportunities

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- Managing difficult conversations when claims cannot be substantiated or require adjustment
- Establish strong relationships with finance and planning officials to ensure harmonization of benefit validation approaches
- Present to CIO Navigators with clear, confident articulation of benefit realization progress and risks
- Identify the organizational complexity of several business groups with different cultures, priorities and maturity levels
- Champions' transparency by identifying measurement gaps, data limitations and areas requiring improvement
- Value realization and performance monitoring
- Promote multi-million dollar benefits across T&O and AI Group portfolios, ensuring that initiatives meet commitments
- Lead quarterly benefit reporting cycles with accurate tracking of benefits achieved against expected benefits
- Conduct capacity-to-benefit gap analysis identifying underperforming initiatives and intervention opportunities
- Conduct in-depth reviews of high value initiatives to validate applications and identify value leakages
- Track benefit sustainability post-implementation to ensure claimed benefits persist over time
- Identify and escalate risks to benefit delivery early, with recommended mitigation strategies
- Build predictive models to forecast benefit trajectories and flag teams trending behind targets
- Operational model design and continuous improvement
- Develop sustainable business model operating for tracking benefits within business groups, including roles, responsibilities, workflows and tools
- Establish RACI matrices clarifying responsibility for background documentation, monitoring, validation and reporting
- Create self-service templates and tools to enable project teams to independently document and track benefits
- Develop training materials and conduct capacity-building sessions for project managers and lead managers
- Implement learning processes taking into account what works and what does not work in the benefit measurement efforts
- Promote continuous improvement by refining methods to meet real challenges and stakeholder responses

What you need to succeed?

Requirements

- 8+ years of progressive experience in benefits realization, value management, finance or performance management in technology organizations
- Proven track record building benefits measurement frameworks from varying maturity levels to enterprise-grade
- Strong financial and analytical skills, able to develop credible computational methods and to defend assumptions
- Outstanding stakeholder management capabilities, including influencing senior management, managing resistance and building consensus
- Work experience in complex and matrix organizations with multiple stakeholders and competing priorities
- In-depth knowledge of technological value factors, including infrastructure efficiency, service delivery optimization, AI/automation benefits and developer productivity
- Strong governance mindset with attention to controls, auditability, and documentation
- Communicate effectively with the ability to translate complex methodologies into clear business language
- Trust and gravity to challenge inflated claims and hold teams accountable

Assets

- Experience in financial services or large business environments
- Background in diverse technology domains (infrastructure, applications, shared services, AI/automation)
- Knowledge of Agile portfolio management and technology delivery
- Knowledge of audit and compliance requirements for financial information
- Change management experience leading to process adoption in resilient environments

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- Experience in benefit tracking tools (Planview, ServiceNow PPM or similar)
- Project Management or Finance certification (PMP, CPA, CFA, or equivalent)
- Prior experience scaling benefits measurement across multiple business units

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.

- Leaders are committed to your growth through meaningful leadership and opportunities.
- Visible impact on regulatory and critical business initiatives.
- A dynamic, collaborative and efficient team culture.
- Challenging work with the chance to innovate and build lasting solutions.
- A purpose-driven environment focused on helping clients and communities thrive.

Job Skills

Adaptation, budgeting, business orientation, team collaboration, decision-making, information technology (IT) projects, interpersonal management, long-term planning, resource 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 R0000192594 on the RBC careers portal.

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