Director, Capital Markets Operational Risk Controls and Governance

Requisition	R0000192706
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 3, 2026
Last day to apply	December 2, 2026
Business area	CAPITAL MARKETS
Employment status	Regular
Work schedule	Full time · 37.5 h per week
Pay type	Salaried

The position

Operational Risk Controls and Governance (ORC&G) acts as trusted advisors and subject-matter experts for the Capital Markets businesses and COO groups on risk mitigation practices, providing guidance to front line units on controls best practices.

We are looking for a person who is looking forward and has high performance to oversee the maintenance of an effective operational risk management program within CM. This role will focus on insurance controls by ensuring consistent application of the Operational Risk Management Framework and related policies in the company, and by supporting a culture of ownership, awareness and risk management in the company and its functions.

Responsibilities

Strategic Risk Governance & Change Management

- CM-sponsored Change Initiatives: Participate in the end-to-end detailed risk assessment process for CM change initiatives through input into and membership of the NBC, IRP, and PAR processes, per procedures outlined in the CM Risk Assessment of Change Initiatives procedures document, and the NBC Standing Order;
- Review the status of the control documentation after the NBC, to ensure that new or modified controls that were necessary to support an initiative approved by the NBC have been implemented and are confirmed effectively, either through review of the design of controls or through rigorous reviews after the implementation of NBC initiatives;

Operational Risk Event (ORE) Management

- Monitor the capture, analysis and communication of events and operational risk issues and measures across capital markets, in close collaboration with industry leaders and managers, to follow the requirements of corporate policy and the Order in Council.
- Lead thematic LES reviews to identify areas that could warrant identification in management reports or in additional evaluations/improvements of controls/creation of new controls;
- Establish governance frameworks and oversight mechanisms for the capture, analysis, and reporting of Operational Risk Events and Issues/Actions across Capital Markets, ensuring compliance with Enterprise Policy and Standing Order requirements and driving consistency in ORE management practices;

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- Set strategic direction for 1st Line of Defense (LOD) guidance in managing and mitigating operational risk, establishing clear accountability frameworks and ensuring alignment and consistency in the regional execution of operational risk tools, processes, and practices with the Global ORC&G approach;
- Supervise the development, delivery and continuous improvement of enterprise-wide training and awareness programs to integrate a culture of control awareness and ensure a clear understanding of control ownership, internal control management principles and conduct, behaviours, roles and responsibilities across the enterprise;

Enterprise Policy & Change Governance

- Support the Managing Director ORC&G through participation in projects to review and implement new enterprise policies that impact Capital Markets in North America, which may include assisting in the establishment of procedures/guidelines, liaising with internal and/or external parties to understand requirements and define parameters;
- Lead engagement with the appropriate Centre of Governance groups to provide input into the development of new/changed enterprise policies, clarifying proposed requirements to initiate discussions with the in-scope business units to assess the impact on the CM business processes and controls;
- Provide interpretation and guidance to broader ORC&G Team on Enterprise Methodology changes impacting Controls Management, Risk and Control Self Assessment (RCSA), OREs and Issues Management.

Reporting

- Lead the development and production of monthly and quarterly business risk reports, including trend analysis, management feedback and business information to support reporting requirements on regional governance, legal entity and business line;
- Synthesis of ORE data, control assurance results, evaluation findings and emerging risk trends in strategic perspectives and recommendations to senior management, identifying areas that warrant escalation of management, policy intervention or enterprise-wide action;
- Establish information analysis and management standards to support informed decision-making and governance across the business risk portfolio;
- Supervise and review requests for consolidation of information for regulatory reports and special regulatory information, when needed.

Relationship Management

- Spearhead engagement with CM Senior Management, Business and Functional Heads in matters relating to the internal risk and control environment.
- Representing the ORC&G on the new Business Committee

What you need to succeed?

- Minimum Bachelor's degree or equivalent relevant experience in finance, engineering, science or mathematics
- 7 - 10 years of experience in the area of project management, risk management, audit and/or financial services
- A thorough knowledge of the trading and support systems used in capital markets.
- Experienced skills in people management and development; ability to work effectively in a project team environment; demonstrated skills in facilitation and leadership; listening and interviewing skills.
- Good practical knowledge of the functions and business processes of capital markets
- Detailed understanding of RBC Capital Markets organizational structure (front office sales and trading, middle office, product control, BCS, regulatory/compliance, etc.)
- Self-motivated, capable of working independently and within a team
- Ability to prioritize, plan and perform work to meet tight deadlines
- Strong innovative, problem-solving and analytical skills; a self-starter capable of functioning in an autonomous manner.
- Ability to build strong relationships with clients and stakeholders across the company
- Provide concise and effective updates to leaders

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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 comprehensive total premium program including flexible premiums and benefits, competitive pay
- Managers who coach employees and help them find opportunities to develop.
- Join a collaborative team that works at a high standard and looks for new ways to improve.
- Opportunities to do challenging work

Job Skills

Decision-making, Financial Risk Management (FRM), Information Security Management, Operational Delivery, Risk Management, Security Management, Strategic Thought

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 R0000192706 on the RBC careers portal.

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