Director, COO Group Productivity & Efficiency

Requisition	R0000192824
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 1, 2026
Posted deadline	December 2, 2026
Business area	CAPITAL MARKETS
Employment status	Regular
Work schedule	Full time · 37.5 h per week
Pay type	Salaried

The position

To lead the execution and delivery of the COO Group Productivity & Efficiency program, establishing the strategic direction alongside senior leadership.

Responsibilities

Strategic Direction & Planning

- To implement annual and long-term productivity and efficiency targets as set by COO Group leaders, transforming strategic priorities into concrete initiatives
- Maintain a good understanding of industry trends and apply in-depth knowledge to ensure class solutions that transform business outcomes
- Lead the identification and pursuit of efficiency opportunities from cross-business and cross-functional initiatives across COO Group
- Direct the measurement and evaluation of new technologies and productivity opportunities, in partnership with business leaders to quantify the success and impact of activities
- Develop forward-looking roadmaps for productivity initiatives that take into account both immediate opportunities and long-term capacity building
- Responsible for measuring and monitoring productivity indicators; supporting activities/functions with the development of productivity indicators; working closely with the Department of Finance to ensure the link with RIFs/annual activities
- Develop and maintain trust relationships with advisors with senior executives and executives throughout the company (business/functional partners) by providing strategic advice and leading - new ways of working -
- Develop partnerships with key stakeholders to report on the achievement of benefits against objectives and provide operational units with a constructive challenge to potential benefits and strategic changes
- Builds consensus with differing views in a constructive manner and applies appropriate escalation practices
- Recognizes the complexity of enterprises and takes compromise decisions to establish priorities for appropriate measures to achieve the objectives of the work stream (productivity and efficiency)
- Conduct comprehensive analysis using analytical frameworks, approaches, tools and methodologies and develop sound recommendations
- Proactively identifies and resolves obstacles to maintain team momentum and protect workstream timelines and deliverables

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- Using best practices in change management to promote adoption, challenge the status quo and mitigate the resilience of productivity and efficiency initiatives
- Profile of initiatives and topics of productivity and efficiency across the COO Group

Program Execution & Delivery

- Develop and maintain a detailed monitoring of the productivity and efficiency benefits inventory, ensuring accurate monitoring of in-flight, planned and completed initiatives, and being the only source of truth throughout the shift.
- Develop and refine measures and reporting frameworks to measure progress against productivity and efficiency targets
- Support the expansion and replication of successful productivity initiatives in operational units
- Monitor and monitor progress on multiple competing initiatives, increase risk and block leadership
- Conduct periodic portfolio reviews to assess the health of initiatives, validate the achievement of benefits and recommend adjustments
- Improve cost transparency and identify business efficiencies and new ways of working that create value for clients, shareholders and employees

Stakeholder Management

- Identify and recommend cost reduction strategies and process improvements to senior leaders across COO Group
- Work collaboratively with the CM P&E Lead to align priorities, share insights, and coordinate initiative execution across the function
- Establish clear governance and decision-making frameworks that enable effective collaboration and minimize duplication
- Partnering with business leaders to improve cost transparency and find new ways to work that create value for clients, shareholders and employees
- Maintain effective relationships and routines with business leaders, program teams and initiative sponsors
- Actively participate in inter-functional committees and business management forums to promote alignment and share best practices

Qualifications

Requirements

- 7-10 years of experience in major transformational programs and initiatives focused on cost efficiency, productivity and continuous improvement
- Experienced skills in storyboarding and meeting equipment development used in senior management decision-making
- Experience in Financial Management, Analysis and Planning
- Experienced by attracting and developing high-level talent and highly committed teams.
- Education, certification, and designation requirements : Required: University Degree or equivalent. Preferred: MBA, Masters in Finance, CPA, CFA, CMA, CA

Assets

- Strategic or consulting experience in a consulting, financial or entrepreneurship management environment, or in other comparative experience

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

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- Flexible work/life balance options

Job Skills

Adaptation, budgeting, team collaboration, decision-making, information technology (IT) projects, long-term planning, program management, resource management, team 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 R0000192824 on the RBC careers portal.

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