

**Manager, Member Communications  
(Permanent Full-Time)  
Hybrid**

The Ontario Pension Board (OPB) administers the Public Service Pension Plan (the PSPP), a major defined benefit pension plan sponsored by the Government of Ontario. With 100,000 members and \$31 billion in assets, the PSPP is one of Canada's largest pension plans. It is also one of the country's oldest, successfully delivering the pension promise since the early 1920s. [Learn more about OPB.](#)

OPB is seeking a people-centric strategic communications leader, responsible for the development and implementation of a comprehensive member-focused communication program. Reporting to the Director, External Communications and Digital Strategy, the Manager, Member Communications, leads a team which writes, designs and produces multi-channel content to engage with members and deepen their understanding of the benefits of membership in the Public Service Pension Plan (PSPP).

As part of the integrated Strategy, Communications and Stakeholder Relations leadership team, the Manager, Member Communications, will leverage their expertise in project management to oversee the delivery of cyclical and ad-hoc communications initiatives, with a focus on continuous improvement and alignment with best practices. A key strategic partner, this position collaborates closely across business units to deliver expertise in aligning consistent and compelling messages which resonate with members and advance strategic objectives.

**Key Responsibilities:**

- Oversees the planning, execution and delivery of member-focused communications programs, leading the end-to-end process for cyclical, strategic and ad-hoc communications initiatives.
- Leads the development of comprehensive communication and implementation plans, overseeing social media strategy, managing an editorial content calendar and external campaigns.
- Develops strong relationships with internal business partners to provide counsel, identify communications goals and deliver integrated strategies, tactics and solutions which resonate with the audience.
- Enables the consistent and timely delivery of high-quality, accurate and engaging multi-channel materials through implementing streamlined processes and facilitating approvals.
- Monitors the effectiveness of communication strategies, tactics, mediums and approaches, leveraging data driven insights to enhance products and meet the evolving needs of members.
- Collaborates cross-functionally to support resolution of escalated client matters including support for issues management.
- Leads a highly engaged team by establishing priorities and objectives, allocating resources to effectively execute deliverables while fostering an environment of collaboration and continuous improvement.
- Manages day-to-day relationships with vendors to support various initiatives.

## **Key Qualifications:**

- Comprehensive experience developing and implementing strategic communications programs and complex, multifaceted communications initiatives.
- Requires a degree or diploma in communicated related discipline (Public Affairs, Communications, Journalism etc.) or equivalent combination of education/experience.
- Demonstrated leadership capabilities to effectively lead and support a team with experience coaching towards high performance and promoting a culture of accountability.
- Experience in the pensions industry or financial services with knowledge of the public sector environment and government processes.
- Strong project management skills to oversee the delivery of concurrent and time-sensitive priorities with a high degree of quality and accuracy.
- Excellent interpersonal skills complemented by the ability to build trusted partnerships across a broad range of internal and external stakeholders including senior and executive leadership.
- Demonstrated ability to influence, exercise sound judgment and build consensus in complex multi-stakeholder environments.
- Superior written, verbal and presentation capabilities to create compelling messages which resonate with the audience and contain the appropriate level of detail.

**Please submit your resume if you are interested in this exciting opportunity.**

**[Careers - Ontario Pension Board](#)**

**The competition will remain open until a successful candidate is selected or until the competition is closed.**

This competition is open to all employees of OPB and has been posted on LinkedIn. OPB is committed to providing accommodation for people with disabilities in its recruitment process. Please advise OPB if you require an accommodation and we will work with you to meet your needs. OPB is committed to fostering a culture of diversity, equity and inclusiveness that reflects the diverse communities we serve. We welcome and encourage applications from those who may contribute to the further diversification of ideas. Candidates being considered for this position will be required to submit to a background screening. We thank all applicants, however, only those selected for an interview will be contacted.