

Excluded Management Position Description

Section I: Position information

Effective date	2026-04-01	<input type="checkbox"/> Update only	<input checked="" type="checkbox"/> Classification review
Position title	Manager, Business Relationship Management		
Position number	998515, 998749		
Classification level	D		
Location	Virtual		
Department	Business Relationship Management, Information Technology		
Reports to	Director, Business Relationship Management		

Position summary

Briefly describe the main purpose(s) of the position.

The **Manager, Business Relationship Management** is a senior leadership role responsible for establishing, developing, and leading the Business Relationship Management (BRM) and Business Analysis (BA) practices at Athabasca University. As one of two roles, this position plays a critical leadership function in strengthening and advancing strategic relationships between IT and the university's faculties or administrative units. This position leads a team of Business Analysts in ensuring consistent engagement across the institution and aligning IT services and initiatives with AU's strategic priorities.

Working under the direction of the Director, Business Relationship Management, this role supervises day-to-day operations of their team to ensure quality and consistency in business engagement practices that, contribute to the development of solutions that support AU's operational and strategic objectives. The Manager maintains strong working relationships with AU stakeholders and IT colleagues to ensure IT activities are well understood, expectations are managed, and opportunities for improvement are identified and acted upon. The Manager provides direct people leadership to a team of Business Analysts including responsibility for workforce planning, recruitment, onboarding, coaching, performance management, and professional development. This also includes establishing role clarity, competency expectations, and consistent engagement standards across the practice, as well as fostering a culture of accountability, collaboration, and continuous improvement.

In addition to managerial responsibilities, the Manager actively performs Business Relationship Management functions. This includes directly engaging with senior academic and administrative stakeholders, leading complex or high-impact relationships, facilitating strategic planning discussions, translating business needs into prioritized technology demands, and contributing directly to the development of institutional and IT roadmaps. The Manager models effective BRM practices and sets the standard for engagement quality and strategic thinking across the team.

This role requires a deep understanding of Athabasca University's academic, administrative, and operational processes, as well as the systems that support them. This includes keeping abreast of sector and technology trends to bring insights and ideas into AU. This knowledge will enable the team to play a key role in driving innovation

that benefits both staff and learners. The Manager will ensure the BRM practice develops deep contextual knowledge of stakeholder needs and translates those needs into coherent, prioritized technology roadmaps in collaboration with the IT delivery and operational team. Through leadership, hands-on development, and strategic engagement, the Manager, Business Relationship Management plays a critical role in strengthening trust, driving innovation, and ensuring technology investments deliver meaningful value for staff, faculty, and learners.

Duties and responsibilities

Organize by key responsibility area and include % of time spent where possible.

Leadership – 35%

- Working collaboratively with the Director to implement the business relationship management and business analysis practices and ensure consistent application of processes, tools, and methodologies into day-to-day practice.
- Build strong, collaborative relationships between IT and other institutional groups to ensure a cohesive and integrated approach to business engagement and service delivery.
- Supervise and provide day-to-day leadership to team members that perform business analysis or business relationship functions.
- Work with unit-level stakeholders to identify business needs and support the prioritization process led by the Director.
- Support key institutional planning and resource allocation processes through collaborative working with senior stakeholders outside IT on business cases and other strategic initiatives to ensure robust and informed institutional decision making.
- Communicate team concerns, risks, and recommendations to the Director to support informed decision-making.

Operational Excellence – 40%

- Provide leadership and oversight for the delivery of business relationship management and business analysis activities within the team, ensuring consistent, high-quality engagement with academic and administrative stakeholders.
- Collaborate with peer managers and IT leadership to support the effective operation of the IT department and the achievement of institutional and IT strategic objectives through coordinated planning and decision-making.
- Actively promote understanding across Athabasca University of IT capabilities, services, governance, and ways of working, strengthening trust and improving the effectiveness of cross-functional collaboration.
- Develop and maintain deep domain knowledge of AU institutional groups, including their strategic priorities, operational processes and challenges to inform effective partnership, problem solving and solution development.
- Proactively identify, manage, and resolve stakeholder concerns while identifying opportunities to improve services, processes, and outcomes through IT solutions.
- Ensure the quality, consistency, and appropriate level of documentation related to business needs, engagement outcomes, and demand intake, aligned with established practices.
- Guide and support the team in translating business needs and strategic priorities into clearly articulated demand, and requirements that inform IT planning and contribute to the development of coordinated roadmaps under the direction of the Director.

People and Culture – 25%

- Be an active part of a positive working environment that encourages creativity and innovation, builds trust, and recognizes excellence in personal performance, customer service, and teamwork.
- Collaborate with university decision makers to identify opportunities and goals and provide expert advice and insights to aid decision-making
- Provide coaching, mentoring, and performance feedback to support staff development and improve capabilities within team.
- Help build a culture of continuous improvement where colleagues and team members are actively encouraged to contribute.
- Act as an ambassador for in the broader IT community to attract top talent to the AU team.

Other duties as assigned.

Occupational health and safety

Employees:

Responsible to participate in the AU OHS program as required.

Supervisors:

Responsible for awareness of one's OHS Responsibilities as an AU employee and supervisor, for participating in the AU OHS Program as required, and for ensuring the participation of employees in the AU OHS Program as required.

See: <https://ohs-pubstore.labour.alberta.ca/li008>

Classification factors**Communication**

The Manager engages in frequent, multi-level communication across the organization, ranging from daily informal check-ins with team members to formal presentations and planning sessions with IT leadership, and AU stakeholders.

They are responsible for interpreting and translating complex technical concepts into language that is accessible to a wide variety of audiences, including non-technical stakeholders, to support strategic alignment and decision-making.

They must possess excellent written and oral communication skills and are expected to document strategies, create implementation plans, and provide clear guidance to their team.

This position will be exposed to confidential and sensitive institutional information, therefore, maintaining confidentiality is of the utmost importance.

Awareness of AU policies and procedures is essential.

Supervision

The Manager provides daily oversight to a multi-disciplinary team, translating departmental goals into operational work plans. The role is responsible for assigning tasks, managing workload, monitoring performance, and ensuring staff have the resources and guidance needed to succeed.

They coach, mentor, and develop staff, manage performance concerns, and contribute to a positive and collaborative team environment.

Responsible for managing within and implementing the terms and conditions of the collective agreement(s), where applicable.

This role participates and takes actions related to confidential investigations of employees. Investigation actions this role provides includes input into investigation procedures, review and assessment of investigations, and recommendations for discipline.

The highest degree of confidentiality and no conflict of interest is required for the role. Responsible for reviewing the output of all team members.

Impact of service or product

Business relationship management activities are key to understanding the needs of the institution and how information technology can best support the achievement of AU strategic goals.

Business relationship managers work at a strategic level with AU stakeholders to share and gather information about needs and help to develop plans, roadmaps, and business cases. These activities are crucial to ensuring that other IT staff understand what is required to be delivered, and that AU stakeholder expectations are appropriately managed.

While not responsible for institution-wide strategy, the Manager's oversight of operational processes significantly impacts the quality and timeliness of IT solutions and the efficiency of IT-Staff collaborations.

The Manager, Business Relationship Management assists in the development of policies and procedures related to their direct reports.

Independence of action

This position reports directly to the Director, Business Relationship Management. While this position receives general direction from the Director, as a leadership position, this position is expected to work independently, set priorities, manage team performance and delegate work. Solutions implemented by this position will normally be considered correct but may be reviewed for departmental consistency.

The role involves decision-making across a range of tactical and operational matters. Decisions with broader strategic implications, significant financial impact, or the potential to cause atypical service disruptions are escalated to the next level of leadership for review and approval.

Complexity

The role requires the ability to manage multiple concurrent tasks, varying stakeholder needs, and cross-functional coordination. The Manager must be able to synthesize information from team members and stakeholders to support operational planning and ensure requirements are well understood all stakeholders and IT staff.

They must maintain working knowledge of AU business processes, IT systems, and relevant industry trends, applying judgment to guide team execution within established methodologies.

This position will have simultaneous assignments and be required to coordinate and manage multiple activities with their team. Work includes guidelines or procedures that may occasionally be vague.

Planning

The Manager supports planning activities within the team, including workload forecasting, project coordination, and development of business analysis deliverables. They contribute operational input into business cases and implementation plans developed by the Director.

The role may support long-term planning by identifying upcoming needs, tracking trends, and monitoring team capacity, but strategic resource planning and portfolio prioritization remain the responsibility of the Director

Signatures for section I

Incumbent signature		Date Select a date.
Supervisor signature		Date Select a date.

Section II: Qualifications

Qualifications

Includes education, experience, skills, abilities, and any other special qualifications required. The qualifications relate to the position not the incumbent.

- Minimum of 7 years progressive experience working in a business-facing IT organization with demonstrated successful experience in partnering with business stakeholders. Direct experience of relationship management, business relationship management, or other adjacent fields. Diploma or degree in a relevant technology or business discipline, recognized in Canada. An equivalent combination of education and experience will be considered. Proven ability to build and maintain strong relationships with diverse stakeholders.
- Strong business enablement orientation, able to offer constructive suggestions and act as a trusted advisor to the business.
- A sound understanding of information technology and how it can be used to support the delivery of business solutions
- Excellent communications skills and the ability to facilitate strategic discussion and agreement across multiple functions
- Excellent problem solving and critical thinking abilities, able to offer creative, innovative, and strategic solutions to business challenges.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Highly self-motivated and self-directed.
- Demonstrated commitment to learning and developing new skills and a desire for continuous improvement.

Assets:

- Recognised qualification in business relationship management, change management, or business analysis.

Signatures for sections I and II

Department Head signature		Date Select a date.
Executive Officer signature		Date Select a date.
Human Resources review		Date Select a date.