

Position Description – Data & Insight Manager (ES)

Position Description

Position title	Data & Insight Manager (ES)
Location	Remote - Ontario
Reports to	Director, Service Design & Quality
Direct reports	Data & Insight Specialists
Community Collaborators	NA
Travel requirements	Occasional

Position purpose

As the Data & Insight Manager, you will oversee and gather performance data across multiple programs. You will be responsible for the quality, design, and maintenance of Power BI Reporting, ensuring that the reports meet high standards and serve the organization's needs effectively. Additionally, you will analyze performance data that supports ongoing improvement through data-driven decision-making.

Reporting to the Director of Service Design and Quality, this role is critical in promoting the use of data and analytics across various departments within the organization and with the Service Provider Network. Your work will ensure that data is leveraged to enhance performance and drive strategic initiatives.

Success measures

Customer/Community Collaborator Satisfaction	- Consistently represents WCG in a professional manner within program governance - Lead engagement with internal and external partners through presentations, virtual forums, and communication materials to drive understanding of performance outcomes and continuous improvement initiatives. - Simplify complex data and business issues into meaningful, digestible information that supports decision-making and action.
Operational Performance	- Maximizes efficiency, effectiveness, and productivity in support of enhanced program outcomes and contract performance - Ensures data is leveraged to enhance performance and drive strategic initiatives through developing and enhance tools that support internal and external partners
People & Team Satisfaction	- Lead, mentor, and coach a team of Data & Insight Specialists - Foster a collaborative and productive team environment, promoting innovation, creativity, and continuous improvement - Provide guidance, support, and technical expertise to team members, helping them grow and develop their skills
Program Outcomes	Deliver optimal performance to drive client outcomes and high levels of client satisfaction and ensuring the achievement of contractual targets and service standards through data and analytics

WORK HEALTH AND SAFETY

For manager responsibilities, refer to the [WCG Workplace Health and Safety Policy](#)

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Core Responsibilities:

Analytics	- Support operational data analytics, quantitative and qualitative analysis, forecasting, modeling and performance measurement and evaluation to ensure effective program development and improvement across WCG's employment services programs - Support the development and delivery of analytics to support evidence-based decision-making and produce actionable Insight
Report Development	- Build data models that provide information, which is accurate, easy to understand, and unbiased - Collaborate with clients and colleagues to turn data into critical information and knowledge that can be used to make sound organizational decisions by identifying areas of improvements and concerns in business operational areas. - Identify opportunities for continuous improvement and work with collaborators to action
Managing Performance	- Set performance targets and measure the lead key drivers to achieve all performance KPIs - Regularly monitor business performance and generate performance reports and presentation to management identifying the root causes and recommending corrective actions
<i>Other duties as required, including going beyond the job description whenever necessary</i>	
WORK HEALTH AND SAFETY For manager responsibilities, refer to the WCG Workplace Health and Safety Policy	

Capabilities and experience

- Post-secondary degree or diploma in Data Analytics, Computer Science, Information Management, Business Intelligence, or a related field.
- 5+ years of experience in data analytics, business intelligence, or insights functions, including leadership experience.
- Advanced expertise in Power BI, data modelling, DAX, dashboard development, and enterprise reporting.
- Experience with Microsoft Fabric, data architecture, data integration, and reporting platform management.
- Proven ability to develop and implement data and reporting strategies that support organizational performance and continuous improvement.
- Strong understanding of data governance, data quality, and performance measurement frameworks.
- Experience managing complex datasets and translating data into actionable business insights.
- Exceptional communication and presentation skills, with the ability to simplify complex data and business challenges for diverse audiences.
- Experience collaborating with senior leaders and external partners through presentations, workshops, virtual sessions, and reporting communications.
- Knowledge of government-funded programs, public sector contracts, or performance-based service delivery environments is an asset.
- Strong analytical, problem-solving, project management, and organizational skills.

WCG Leadership Behaviours

As an WCG leader it is expected that the role has ability to consistently display the following leadership capabilities.

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The Inspiring Leader	The inspiring leader is a true role model of WCG values. They set a vision and are able to zoom out to see the bigger picture, they are forward-thinking and constantly striving higher. They are passionate about the leadership role, they create the tone for their teams' behaviour through their communication style, energy and passion.
The Winning Leader	The Winning Leader sets, meets and strives to exceed KPIs despite obstacles. They are responsive and adaptable to differing situations, people and points of view. They are accountable to others to deliver results and look for growth opportunities.
The Authentic Leader	The authentic leader is confident, trustworthy, transparent and balanced. They are self-regulated matching behaviour to context, they are seen to be steady when times are turbulent. They act with integrity and fairness and demonstrate commitment to their team through lack of ego.
The Collaborative Leader	The collaborative leader builds consensus and alignment through applying strong listening skills, an optimistic attitude and empathy. They build and operate within high performing teams through their ability to coach and support others and are themselves keen learners. They empower others to make decisions in times of rapid change.
The Courageous Leader	They are aware of their impact on others, however can hold tough conversations and maintain strong relationships. They provide candid feedback and seek continuous feedback in return. They don't require hierarchy to deliver results, they invest in people and their relationships. The courageous leader demonstrates resilience when faced with challenges and guide their team with conviction.



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WCG is strengthened by diversity. We are committed to achieving a workplace that is equitable and representative of Canada's diverse population. We actively work to attract, develop, and retain employees from diverse and equity-deserving backgrounds who have exceptional ability and the desire to make a difference. We continuously strive to support individual needs and differences in a work environment that is built on inclusivity and respect for everyone.

WCG is committed to providing an accessible, barrier free recruitment and selection process. If contacted for an employment opportunity, please advise us if you require accommodation in advance of any part of the recruitment and selection process.