

Role Title

DIRECTOR, Business Process Improvement

Role Summary

Whitehorse Liquidity Partners (“Whitehorse”), based in Toronto, is a fast-growing private equity firm focused on accelerating liquidity on private equity portfolios through structured solutions. Whitehorse seeks to provide customized and flexible liquidity solutions for private equity investors through the use of structured solutions with existing investors or outright purchases of portfolios which are subsequently structured into different securities. Whitehorse currently has over US\$11B under management. Whitehorse is seeking diverse, energetic, and dynamic individuals who thrive in a fast-paced, high-performance, entrepreneurial environment.

The Director, Business Process Improvement plays an essential role in managing the evolution of Whitehorse’s financial operations, including overseeing the analysis, assessment and improvement of Whitehorse’s Finance and Fund Operations (FFO) business processes, which support the firm in achieving its business goals and growth plans.

Reporting to the Vice President, Valuations and Data Analytics, the Director, Business Process Improvement is highly experienced in working with different teams to identify, prioritize and implement opportunities to improve financial business processes and controls. They have driven business process streamlining and automation to improve efficiency and increase scalability. They have strong interpersonal and business relationship skills, enjoy working across multiple teams, are a self-starter, enthusiastic about problem-solving, solutions-oriented, and comfortable dealing with complex, unstructured and fast-moving projects.

Role-Specific Accountabilities

- Facilitate FFO process evolution in alignment with strategic business and technology priorities
- Work with business process owners to identify process improvement opportunities, and support the translation of those opportunities into goals, objectives and initiatives
- Partner with Technology and Strategic Management to align FFO process evolution with firm-wide strategy and priorities
- Manage the planning and implementation of opportunities identified with business process stakeholders and Technology
- Support the management of the improvement project portfolio, including project sequencing and prioritization
- Develop and maintain operational metrics to measure process efficiency, scalability and effectiveness, and identify opportunities for future improvement
- Key member of the Finance and Fund Operations team

Education, Experience & Capabilities

Education

- Bachelor’s degree in a relevant field (e.g business, management, accounting, technology, etc); professional accounting or finance designation (CPA, CFA) an asset
- Formal business process management training also an asset – e.g., Lean Six Sigma Certification, etc

Experience

- 12+ years of experience in progressive roles with business process improvement components, preferably within a financial services/asset management setting
- Proven record of providing strategic thought leadership on business process evolution, and influencing and leading change

- Proven record of delivering tangible results and working collaboratively with multiple stakeholders across the organization to suggest and implement practical, relevant business solutions
- Experience developing and maintaining insightful operational metrics to measure process efficiency, scalability/capacity, effectiveness and maturity
- Experience working in a high growth, fast-paced, entrepreneurial environment and/or in a professional services firm is preferred
- Experience in private equity is considered an asset

Capabilities

- Ability to lead and/or perform both top-down or bottom-up analysis to understand a business problem and recommend optimal business and technology solutions
- Ability to frame and conceptualize problems with strong bias to practical action
- Confidence and ability to undertake and complete a variety of complex initiatives while navigating ambiguity
- Demonstrated mindset for automation and efficiency
- Ability and willingness to take ownership and responsibility of projects
- Excellent stakeholder management skills with the ability to influence effectively, particularly with more senior stakeholders
- Strong presentation skills to make both strategic and tactical recommendations and effectively communicate with business and technology partners
- Excellent verbal and written communication skills
- Proficiency with Visio and Microsoft Office Suite - Microsoft Word, PowerPoint, and Excel; familiarity with data visualization software (e.g. Tableau) an asset

Our Commitment to Inclusion and Diversity

At Whitehorse Liquidity Partners, we are committed to being a truly diverse firm and fostering an inclusive and supportive culture. Employing a talented, diverse, and inclusive workforce is more than just an obligation; it is a critical component of our growth aspirations and a competitive advantage of our Firm.

In addition, we are committed to fostering an inclusive and accessible recruitment experience where all candidates are valued, respected, and supported.

If you require an accommodation for any part of the recruitment process (including alternate formats of materials, accessible meeting rooms, etc.), please let us know, and we will be pleased to work with you to meet your needs.

To apply:

Send a copy of your resume to careers@whitehorseliquidity.com and reference the role title **Director, Business Process Improvement** in the subject line.

We thank you for applying, however, only those selected to continue will be contacted.