Alberta Insurance Council

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SENIOR MANAGER, INVESTIGATIONS (PROFESSIONAL CONDUCT) & PRACTICE REVIEW

The AIC (https://www.abcouncil.ab.ca/) regulates Alberta's insurance industry, supporting more than 50,000 licensees and issuing over 94,000 licenses annually across the second-largest insurance jurisdiction in Canada. We are committed to regulatory excellence, public protection, and fostering a culture of compliance across Alberta's insurance industry.

Reporting to the General Counsel and Corporate Secretary, the Senior Manager, Investigations & Practice Review provides both strategic leadership and operational oversight of the AIC's Compliance and Practice Review functions.

This is a working Manager role, suited to a leader who leads both strategy and execution while remaining actively engaged in operations. You will lead a team of investigators and practice review specialists, ensuring work is aligned with legislation, regulatory frameworks, and AIC standards, while delivering fair, consistent, and defensible outcomes.

As a member of the Leadership Team, you will contribute to the AIC's strategic objectives, strengthen regulatory programs, and support a culture of continuous improvement.

This is an office-based position located in Calgary.

WHAT YOU BRING

- An experienced people leader who develops teams through coaching, feedback and setting clear expectations while managing workload and performance.
- Accountable for defining and delivering the department's strategic direction and day-to-day operations.
- Skilled in interpreting and applying legislation and translating regulatory requirements into practical frameworks using risk-based and data-informed approaches.
- Background in leading investigations, complaints, enforcement, or practice review activities aligned with right-touch regulation.
- Sound judgment in complex and sensitive matters, with a strong understanding of procedural fairness and regulatory decision-making.
- Builds strong internal and external relationships and represents the AIC with confidence.

You are motivated by public protection and regulatory integrity, take pride in leading teams that deliver meaningful, defensible outcomes, and are committed to serving Albertans through a mission-driven organization.

THE TEAM

The Compliance & Practice Review team leads investigations, complaints, and practice reviews of regulated entities, ensuring compliance with Alberta's Insurance Act and associated frameworks.

The team plays a critical role in protecting the public interest by identifying risks, conducting investigations and practice reviews, supporting enforcement actions, and contributing to industry education and continuous improvement.

KEY RESPONSIBLITIES

Regulatory Compliance & Practice Review Program

- Lead the development, implementation, and continuous improvement of the AIC's Regulatory Compliance and Practice Review strategy, using a risk-based approach aligned with legislation and regulatory frameworks.
- Oversee investigations, complaints, disciplinary processes, and practice reviews, ensuring all enforcement actions comply with legislated and delegated authority.
- Oversee the preparation, review, and approval of Reports to Council, ensuring clarity, accuracy, and defensible recommendations.
- Lead the development of educational strategies and materials to promote understanding of regulatory requirements and support voluntary compliance.
- Oversee the development and maintenance of procedures, templates, tools, guidance materials, and operational standards.
- Establish and monitor service standards for the department.

Operations

- Oversee day-to-day operations, including workload management, prioritization, and quality of outputs.
- Lead modernization of department systems and processes in collaboration with department members and IT.
- Prepare operational and strategic reports and recommendations for Executive and Leadership.

Stakeholder Engagement

- Build and maintain effective relationships with internal and external stakeholders, regulators, industry, and government.
- Act as a trusted advisor to leadership, Council, and external stakeholders on compliance matters.

Leadership

- Provide strong leadership and direction to team members, modelling the AIC's values in decision-making, team guidance, and interactions with others.
- Support performance, development, and engagement, fostering a culture of accountability, collaboration, and continuous learning.
- Support organizational change initiatives by helping staff adapt successfully.

Success Measures

The successful candidate will:

- Lead a high-performing, engaged team with strong accountability and service delivery.
- Deliver consistent, high-quality regulatory compliance and practice review outcomes that are fair, transparent, and defensible.
- Maintain effective regulatory frameworks, programs, and operational processes.
- Provide credible, timely reporting and advice to leadership and Council.
- Identify and implement practical improvements that enhance efficiency, effectiveness, and regulatory impact.

REQUIREMENTS

Qualifications and experience

- Bachelor's degree in law, public policy, criminal justice, or a related field.
- 10+ years of progressive experience in a regulatory, compliance, legal administration, or government environment, with increasing responsibility.
- 5+ years of leadership experience, including managing teams and operational delivery.
- Experience overseeing investigations, compliance programs, or practice reviews.
- Strong experience interpreting and applying legislation and regulatory frameworks.
- Legal designation or relevant professional certifications are considered assets.

Equivalent combinations of education and experience will be considered.

Additional requirements

- Employment is conditional on a clear criminal record check, covered by AIC.

Skills & competencies

- Strong leadership, coaching, and people-management capabilities.
- Interprets legislation and applies legislated regulatory frameworks effectively.
- Exercises sound judgment in complex, sensitive matters.
- Designs and improves compliance programs and processes.
- Manages priorities and delivers timely, high-quality outcomes.
- Builds strong relationships and collaborates effectively.
- Communicates complex information clearly and confidently.
- Drives practical improvements to systems and workflows.

WHAT WE OFFER

- Comprehensive benefits package, including health and dental.
- Generous health and wellness spending account.
- Secure your future with up to 7% RRSP employer matching.
- Paid parking or transit allowance.
- Generous vacation time, starting at four weeks plus three-day December closure.
- Possibility for up to one hybrid work day per week once probation is completed.
- Additional employee discounts and perks available.

Eligibility based on employment status.

HOW TO APPLY

If you are a regulatory leader who values people leadership, collaboration, operational excellence, and regulatory integrity, we encourage you to apply and contribute to the effective regulation of Alberta's insurance industry. Please apply via LinkedIn with your resume and cover letter.

This competition will remain open until **September 9, 2026**.

AIC thanks all candidates for their interest. We value the time and efforts candidates put into their application and we commit to responding to all candidates and letting know the status of their application.

AIC is committed to promoting equity and diversity, and to creating a work environment that is respectful, inclusive, and free from barriers.