



Job Advertisement

College of Massage Therapists of Ontario Director of Digital and Information Strategy

The College of Massage Therapists of Ontario (CMTO) is a purpose-driven organization committed to protecting the public through regulatory excellence, fostering trust in the profession, and advancing safe, high-quality Massage Therapy care across Ontario. Guided by its mission of serving the public interest and its commitment to collaboration, accountability, integrity, inclusivity, and continuous improvement, CMTO is building a modern, people-centered organization that embraces innovation while remaining grounded in its regulatory mandate: providing safe, ethical, and high-quality Massage Therapy care to the public.

As CMTO continues to evolve its digital capabilities and strengthen its organizational effectiveness, it is seeking a strategic and values-driven leader to serve as its inaugural **Director, Digital and Information Strategy**. This newly created role represents an opportunity to shape how technology, data, and emerging tools support not only operational excellence, but also a culture of learning, collaboration, transparency, and service.

Reporting to the Registrar & CEO and serving as a key member of the leadership team, the Director will champion enterprise-wide digital transformation while fostering an environment where innovation is balanced with thoughtful governance, responsible stewardship of information, and a commitment to people. The successful candidate will help cultivate a culture where teams are empowered to learn, experiment, collaborate across departments, and deliver meaningful outcomes that enhance both the registrant and public experience.

The Director will continue to build on the strategic multi-year digital road map, and lead the implementation and evolution of that road map through strengthening enterprise architecture, and ensuring that the College's digital ecosystem is modern, secure, integrated, and aligned with organizational priorities. A key responsibility is

advancing the College's readiness for emerging technologies, including artificial intelligence, and integrating AI-enabled solutions that enhance regulatory effectiveness, operational efficiency, and stakeholder experience.

As part of the College's organizational transition, the Director will mentor and develop the Manager, IT Applications and Manager, Projects & Data Analytics, ensuring strong succession planning and leadership growth within the portfolio.

Reporting Structure

Reports to: Registrar & CEO

Direct Reports: Manager, IT Applications and Manager, Projects & Data Analytics

1. Digital Strategy & Transformation

- Lead the continuing development and execution of a multi-year digital strategy that advances CMTO's mission and strategic priorities, strengthens organizational effectiveness, and supports a collaborative, innovative, and service-oriented workplace culture.
- Identify and implement digital solutions that enhance regulatory effectiveness, operational efficiency, and stakeholder experience.
- Drive digital modernization and transformation across systems, processes, and service delivery channels.
- Ensure digital initiatives are integrated, scalable, and future-focused.
- Foster a culture of innovation, continuous improvement, and cross-functional collaboration in the development and implementation of digital solutions.

2. AI, Automation & Emerging Technologies

- Foster organizational readiness for emerging technologies by cultivating curiosity, learning, and responsible innovation while leading the evaluation and adoption of AI-enabled tools and automation solutions.
- Establish governance, risk, and ethical frameworks for the responsible use of AI and emerging technologies.
- Identify opportunities to streamline workflows, improve decision-making, and enhance registrant and public experience through AI-driven solutions.
- Support staff and leaders in adopting AI-enabled tools and new ways of working.
- Promote a culture of learning, curiosity, and responsible innovation by enabling staff to confidently embrace emerging technologies.

3. Enterprise Architecture & Technology Leadership

- Establish and maintain an enterprise architecture framework that supports interoperability, security, and long-term sustainability.
- Provide strategic oversight of enterprise systems, cloud infrastructure, integrations, and digital platforms.
- Ensure technology decisions are evidence-informed, risk-based, and aligned with organizational priorities.
- Mentor and develop the managers, providing guidance on complex technical, architectural, and strategic issues.
- Foster a collegial, high-performing, and service-oriented team culture focused on collaboration, accountability, professional excellence, and continuous development.

4. Data Governance, Analytics & Information Management

- Lead the development of a comprehensive data governance framework, including data quality, stewardship, lifecycle management, and privacy compliance.
- Oversee enterprise analytics, business intelligence, and data-driven decision support capabilities.
- Ensure data is managed as a strategic asset and used to inform regulatory and operational decision-making.
- Supervise and support the Manager, Projects & Data Analytics.
- Promote a culture of data literacy, transparency, and shared accountability for data quality and information management across the organization.

5. Cybersecurity & IT Governance

- Oversee cybersecurity strategy, policies, and controls to protect the College's systems, data, and digital assets.
- Ensure compliance with relevant legislation, standards, and regulatory requirements.
- Lead IT governance, including policies, standards, risk management, and performance monitoring.
- Establish clear processes for incident response, business continuity, and disaster recovery.
- Support a culture of security awareness, risk management, and shared responsibility for protecting organizational information and technology assets.

6. Project & Portfolio Leadership

- Oversee the technology and data project portfolio, ensuring alignment with strategic priorities and resource capacity.
- Ensure effective project governance, prioritization, and delivery.
- Support cross-functional teams in adopting modern project management and change management practices.
- Foster a culture of partnership, accountability, and continuous improvement to successfully deliver strategic initiatives and organizational outcomes.

7. Stakeholder Engagement & Cross-Organizational Collaboration

- Build strong relationships across departments fostering a culture of transparency, inclusion, shared accountability, and cross-functional collaboration to ensure digital and information strategies support organizational needs.
- Represent the College with external partners, vendors, regulators, and technology providers.
- Communicate complex digital and information concepts clearly to non-technical audiences.
- Champion a collaborative, inclusive, and professional workplace culture, building trust, encouraging diverse perspectives, and fostering strong relationships across the organization and with external stakeholders.

About the Individual

Education & Experience

- University degree in information systems, computer science, digital strategy, data science, business administration, public administration, or a related field. A master's degree is considered an asset.
- Minimum 10-15 years of progressively senior leadership experience in digital strategy, information management, technology leadership, enterprise architecture, cybersecurity, data governance, and organizational transformation.
- Certifications in Information Systems Security, Information Security Management, Data Management, Project Management and/or Change Management are preferred.
- Demonstrated experience leading enterprise-wide digital transformation initiatives, including modernization of systems, processes, service delivery models, and operating practices.
- Experience leading multidisciplinary teams and developing leaders, including direct oversight of managers and technical professionals.

- Proven success building strategic roadmaps and translating organizational priorities into measurable digital, technology, and data initiatives.
- Experience advising executive leadership teams, Boards, Councils, or governing bodies on technology, digital, cybersecurity, and information management matters.
- Demonstrated experience managing complex vendor relationships, technology procurement, and contract negotiations.
- Experience leading change management initiatives and driving adoption of new technologies across an organization.
- Previous experience within a regulatory, healthcare, public sector, broader public sector, not-for-profit, or other highly regulated environment is strongly preferred.

Knowledge

- Digital strategy, enterprise architecture, and technology modernization.
- AI strategy, automation frameworks, machine learning concepts, and responsible AI governance.
- Data governance, analytics, business intelligence, records management, and information lifecycle management.
- Cybersecurity frameworks, privacy legislation, information security practices, and technology risk management.
- Cloud platforms, systems integration, and modern digital ecosystems.
- Governance structures and working effectively with Boards, Councils, Committees, and executive leadership teams.
- Regulatory environments, public interest mandates, and risk-based decision-making.
- Change management methodologies and organizational effectiveness principles.
- Enterprise project and portfolio management practices.

Skills & Attributes

- Strategic and systems thinker with the ability to align digital and information strategies with organizational objectives and regulatory mandates.
- Executive leadership presence with strong political acuity, sound judgment, and the ability to influence at all levels of the organization.
- Proven ability to build collaborative relationships and credibility with executives, managers, staff, Board members, and external stakeholders.
- Skilled people leader with demonstrated success developing inclusive, engaged, and high-performing teams.
- Exceptional communicator and storyteller, with the ability to translate complex technology, cybersecurity, data, and AI concepts into clear,

actionable insights for executive leaders, Boards, and diverse stakeholders, supporting informed decision-making in a business and regulatory context.

- Strong business acumen and the ability to balance innovation with risk management, privacy, security, and regulatory requirements.
- Demonstrated ability to lead through ambiguity and drive organizational change in a dynamic environment.
- Strong project, portfolio, financial, and resource management capabilities.
- High level of professionalism, integrity, discretion, and accountability.
- Commitment to fostering a collaborative, collegial, inclusive, and service-oriented culture.

Location: Office located at 175 Bloor Street East, steps from Yonge & Bloor subway stations

Salary and Benefits: \$175,000 - \$185,000

- 20 vacation days plus 5 personal days
- Flex Day Program
- Remote first workplace with in-office expectations 1-3 times per month on average
- Work from Anywhere up to 4 weeks annually after 1 year of service
- Office closure every year from December 25 to January 1
- Group benefits starting on your first day
- Retirement Savings Program
- Health Care Spending Account
- Annual professional development funding

Use of AI: Griffith Group Executive Search does not use artificial intelligence to screen, assess, or select applicants for a position.

Reason for posting: New Position

To apply for this impactful leadership opportunity with CMTO, please submit a comprehensive resume along with a cover letter in confidence to Laura Machan (laura@griffithgroup.ca) and/or Noshina Choudhary (noshina@griffithgroup.ca), or visit: <https://griffithgroup.ca/cmto-director-digital-information-strategy/>.

CMTO is committed to diversity, equity & inclusion and ensuring that their team is reflective of the community and the clients that they work with. Applicants from members of equity deserving groups including but not limited to; people with lived and/or living experience, Black people, Indigenous Peoples, racialized communities,

LGBTQ2SIA+ people, people with disabilities, and people with marginalized identities are encouraged to apply.

CMTO and Griffith Group are committed to an inclusive, accessible and welcoming hiring process that provides reasonable accommodation to all applicants. Please advise Laura Machan (laura@griffithgroup.ca) should you require any accommodation to participate in the recruitment and assessment processes.

Candidates must be legally entitled to work in Canada.