

TITLE: DIRECTOR, OPERATIONS

CLASSIFICATION: BAND 4

CONTEXT - FOR REVIEW PURPOSES ONLY – PLEASE DELETE THIS TEXT BOX PRIOR TO POSTING

This job profile works within a division and typically reports to an Executive Director at the Band 5 level. Typically, this job will have several subordinate excluded managers, who also have subordinate employees. The work is typically focused on managing a service based operation for a specific area of specialty. Depending on the area of specialty, jobs will have an assigned client group that could be based on the specialty area or geographic location.

Ministries, in conjunction with the Public Service Agency, will determine individual management compensation rates after following corporate guidelines and giving consideration to internal equity, both within the ministry and cross-government.

Caution: Use of this profile does not imply exclusion approval, though the work described in this profile is commonly excluded from the bargaining unit. If you are creating a new position or are requesting exclusion of an existing bargaining unit position you must have the exclusion approved through the formal exclusion process. Please contact AskMyHR@gov.bc.ca.

JOB OVERVIEW

To manage a service based operation, including the control of financial and human resources.

ACCOUNTABILITIES

Required:

- Oversees the implementation of the organization's corporate strategies as related to the operation.
- Determines the goals, objectives, and performance measures of the operation to achieve the defined outcomes.
- Designs specific strategies and actions to meet emerging client needs; ensures appropriate delivery occurs and determines next steps for sustainability.
- Supervises staff including assignment of work, development and evaluation of performance plans, approval of leave, response to grievances and initiation of discipline processes.
- Determines and identifies staffing resources, succession planning, and training needs for the team.
- Oversees projects and assists subordinate employees to ensure completion.
- Manages the financial resources for the operation.
- Participates in establishing and updating service standards to ensure clients receive service to contracted or agreed to standards.
- Advocates for client needs and services by building strong relationships and providing input on strategic plans.

- Ensures all procedures and guidelines as well as best practices are in use for the operation at all times.
- Participates in building and/or leading the implementation of new and strategic business processes.
- Networks with colleagues in all locations to gain information on trends and opportunities.

Optional Accountabilities: - FOR REVIEW PURPOSES ONLY – PLEASE CHOOSE RELEVANT OPTIONAL ACCOUNTABILITIES AND “CUT AND PASTE” TO THE “REQUIRED” SECTION ABOVE. PLEASE DELETE THIS TEXT BOX PRIOR TO POSTING.

- Participates in special projects or assignments.

JOB REQUIREMENTS

- Related university degree, diploma or equivalent.
- Experience related to the area of specialty.
- Experience leading and resolving complex staff and/or client issues.
- Experience managing a portfolio of clients in a customer service environment.
- Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRA) check, and/or enhanced security screening checks as required by the ministry (**Note: It is important that you read the job posting carefully to understand the specific security screening requirements pertaining to the position).**

BEHAVIOURAL COMPETENCIES

- **Business Acumen** is the ability to understand the business implications of decisions and the ability to strive to improve organizational performance. It requires an awareness of business issues, processes and outcomes as they impact the client's and the organization's business needs.
- **Improving Operations** is the ability and motivation to apply one's knowledge and past experience for improving upon current modes of operation within the Ministry. This behaviour ranges from adapting widely used approaches to developing entirely new value-added solutions.
- **Leadership** implies a desire to lead others, including diverse teams. Leadership is generally, but not always, demonstrated from a position of formal authority. The "team" here should be understood broadly as any group with which the person interacts regularly.

FOR REVIEW PURPOSES ONLY – SUGGESTED COMPETENCIES LISTED ABOVE COMPLEMENT THE REQUIRED ACCOUNTABILITIES FOR THIS JOB PROFILE. CORE PUBLIC SERVICE COMPETENCIES OF TEAMWORK AND COOPERATION, SERVICE ORIENTATION AND RESULTS ORIENTATION CAN ALSO BE USED. FOR A COMPLETE LIST OF COMPETENCY DESCRIPTIONS PLEASE SEE [COMPETENCIES](#).

ABORIGINAL RELATIONS COMPETENCIES ARE ALSO AVAILABLE. SUPERVISORS AND EMPLOYEES WILL APPLY THESE COMPETENCIES SEPARATELY OR IN CONJUNCTION WITH THE OTHER COMPETENCIES. DEVELOPED WITH ABORIGINAL COMMUNITIES, THESE ABORIGINAL RELATIONS COMPETENCIES ARE CRITICAL FOR RECRUITING AND HIRING, ENGAGING EMPLOYEES, EVALUATING AND MANAGING PERFORMANCE, AND IDENTIFYING LEARNING AND DEVELOPMENT DIRECTION, REGARDLESS OF WHETHER A JOB HAS DIRECT OR INDIRECT ABORIGINAL RELATIONS RESPONSIBILITIES.

PLEASE DELETE THIS TEXT BOX PRIOR TO POSTING.

Ivy Jean Staats

Social Worker

Child and Family Services (RYD office)

Ministry of Children and Family Development

Diane Livingstone

Director of Operations

Children and Family Development

North Vancouver Intake & Family Service

Office RZA