

1. Position No. 81599	2. Descriptive Working Title Executive Assistant		3. Present Classification Excluded Support
4. Branch Operations	5. Department	6. Proposed Classification	Date May 2014 Revised March 2016, March 2020, Oct 2020
7. Position No. of Supervisor 23034	8. Descriptive Work Title of Supervisor Vice President Operations		9. Classification of Supervisor Excluded Management

SCOPE OF THE ORGANIZATION

The British Columbia Housing Management Commission (BC Housing) is a crown agency of the provincial government and is responsible for delivering a range of housing programs for British Columbians. BC Housing works in partnership with the private, non-profit and co-operative sectors, Indigenous communities, provincial health authorities and ministries, other levels of government and community groups to develop a range of housing options. New housing is created across the housing continuum, from supportive housing for the homeless to affordable rental and owner-purchased housing for middle income British Columbians. BC Housing also has responsibilities related to licensing of residential builders, home warranty insurance, and research and education to improve the quality of residential construction and consumer protection. BC Housing's annual budget in 2020/21 is \$1.6 billion, with approximately 117,616 households benefitting from affordable housing programs in over 300 communities across the province.

In delivering on our strategic direction and mandate, BC Housing is also committed to working in partnership with Indigenous peoples to embrace and implement the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP) and the Truth and Reconciliation Commission of Canada (TRC): Calls to Action. BC Housing is also committed to taking action towards the goals of equity, diversity, inclusion and belonging in the work we do, involving employees, our partners and the people we serve through our programs and services. BC Housing's commitment to sustainability is reflected in our livegreen Housing Sustainability plan.

The Operations Branch is responsible for delivering service excellence to the Affordable Housing Sector across the province as a service manager, funder and housing provider. The branch manages an operating budget of \$850 million in 2020/21 amongst a backdrop of social, financial and environmental considerations. The scope of the branch province-wide, with offices in the Lower Mainland and Fraser Valley, Vancouver Island, Interior and Northern regions.

The Branch oversees the administration of operating agreements with over 800 co-op and non-profit housing providers across the province, through which it plays the role of funder and regulator. The Branch also oversees the administration and property management of provincially-owned, directly managed social housing and group homes. The branch also works closely with the Development and Asset Strategies Branch to support the design, construction and project initiation of new traditional and supportive social housing projects.

The Branch is also responsible for developing and implementing a province-wide strategy and business model for ongoing partnerships and support to non-profit housing societies, affordable market rent housing, co-operatives, long term care and assisted living providers, group homes, health authorities and municipalities across the province. The Branch partners and collaborates with Aboriginal Housing Management Association, as well as with Indigenous communities and First Nations across the province to help provide housing solutions.

The Operations Branch is the largest team at BC Housing providing expertise and around the clock solutions to support the vast housing portfolio, including property management, Housing Registry, housing and health services, housing plus supports for vulnerable populations, stakeholder relations with housing providers and health authorities, social service providers to support capacity, and to provide advice to the social housing sector in B.C.

The Branch works closely with all the Commission's internal Branches and liaises with the various levels of government, ministries and crown corporations, Canadian Mortgage and Housing Corporation and public sector organizations to deliver innovative, forward thinking program delivery and strategies.

POSITION SUMMARY

Reporting to the Vice President (VP) Operations, the Executive Assistant facilitates the flow of information between the VP, CEO, Executive Committee, Branch managers/staff and external stakeholders. He/she/they provides information and resolves issues on behalf of and as directed by the VP, prepares submissions and presentations for Executive Committee (Excom) and carries out confidential and sensitive assignments and special projects. The position monitors the consultant and travel budgets, plans and coordinates meetings, and maintains relationships with a broad variety of stakeholders in fulfilling Branch objectives.

MAJOR RESPONSIBILITIES

1. Manages the smooth and efficient operation of the Office of the Vice President by establishing administrative systems and processes and ensuring effective and efficient organization of the work.
2. Manages the flow of information between the Vice President Operations, Executive Committee and managers of the Branch. Identifies current and emerging issues and priorities, informs the VP and Manager Operations Administration, and follows up with Branch managers to ensure urgent or critical situations are responded to. Resolves issues on behalf of and as directed by the VP and/or Manager Operations Administration, liaising with managers across the organization as required.
3. Researches and compiles background information and documents for Minister's letters, Board Submissions, reports, briefing/communication notes, and Human Resources and Labour Relations matters. Prepares confidential correspondence for the VP. Develops or coordinates submissions and presentations for the Executive Committee, reviews to ensure messaging is clear and places signed-off submissions directly on Excom agenda.
4. Carries out confidential and sensitive assignments on behalf of the VP and updates the VP on items of concern. Maintains confidential files.
5. Manages the VP's calendar, prioritizes meetings, schedules, assignments and travel arrangements.
6. Prepares and maintains a variety of spread sheets to track ExCom submissions, consultant expenditures and travel budgets. Codes invoices and processes payments; monitors expenditures and advises VP of concerns.
7. Plans and coordinates conferences, meetings, special events and training, including establishing agendas, coordinating the preparation and distribution of materials, and organizing venue, speakers, travel and accommodation; attends meetings to record meeting minutes.
8. Prepares statistical and other reports related to the business of the Branch and works with the Manager Operations Administration on the roll up for quarterly and regular reports. Researches and collects missing data, performance measurements and other information to ensure reports are accurate and complete.
9. Maintains the Branch internet/intranet sites; liaises with Program Planning to ensure all Branch forms on the sites are current; posts approved ExCom submissions, Quarterly Reports, charts, graphs and staffing changes
10. Acts as administrative liaison and maintains a positive working relationship with other branches/departments and external stakeholders, attends meetings with the VP and/or senior managers as needed to ensure that administrative services which are agreed to are implemented and completed. Plans and coordinates various meetings.

11. Works with the Supply Chain department and follows established processes and procedures to procure goods and services from external consultants and other suppliers; monitors adherence to contract provisions and performance criteria.
12. Fosters productive working relationships with a broad variety of stakeholders, including officials of provincial and federal ministries, elected officials, municipal officials, non-profit societies, and key individuals across other branches within the commission.
13. Performs other related duties as assigned by VP including conducting special studies, making presentations and participating in task force and committee work as required.

ORGANIZATION AND DIMENSIONS

The Executive Assistant reports to the Vice President Operations.

There are no positions reporting to the Executive Assistant.

QUALIFICATIONS

Education, Experience and Occupational Certification

College diploma in business administration or related discipline.

Considerable experience in managing the office of a senior executive in a large-multi-faced organization.

Or an equivalent combination of education, training and experience acceptable to the Employer.

Knowledge, Skills and Abilities

Core Competencies

- Personal Effectiveness
- Communication
- Results Oriented
- Teamwork
- Service Oriented

Sound knowledge of the principles and practices of managing an office for a senior executive.

Sound knowledge of administrative and basic accounting processes and procedures.

Ability to learn the Operations Branch's policies, programs and operating requirements.

Ability to exercise judgement, diplomacy and tact in dealing with the varied day to day issues.

Ability to liaise effectively with senior managers and facilitate the completion of various activities on behalf of the VP.

Ability to assess issues, conduct research and prepare, edit and proofread reports and correspondence.

Ability to manage multiple issues and projects, coordinate work with others, keep senior management apprised of major issues and adapt to changing priorities

Ability to foster strong working relationships with internal staff and various external officials and stakeholders to ensure cooperation and good information flow between offices.

Excellent verbal and written communication, interpersonal, organizational, analytical, problem solving, time management and expediting skills.

Good understanding of IT systems and excellent computer skills, including a high level of technical proficiency with Microsoft Office products including Word, Excel, Powerpoint, Access, and Project.