

1. Position No. 23035, 81111	2. Descriptive Working Title Regional Administrative Services Manager (LMDM) Regional Administrative Services Manager (LMNP)		3. Present Classification Excluded Support
4. Branch Operations	5. Department/Section Lower Mainland Directly Managed Lower Mainland Non-Profit	6. Proposed Classification	Date June 2018 Revised October 2019
7. Position No. of Supervisor 23007	8. Descriptive Work Title of Supervisor Executive Director, Lower Mainland Directly Managed		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

The Regional Administrative Services Manager is responsible for managing the provision of administrative services for the region and/or business area, including supervising a team of staff performing property management/property maintenance administration, reception, file management and general administrative support functions. He/she/they works closely with the Management team in budget development, manages office expense allocation and prepares budget analysis reports. The incumbent also serves as the region's technical resource for information systems. The position participates as a member of the regional management team and liaises with a variety of internal staff and external stakeholders to accomplish objectives.

MAJOR RESPONSIBILITIES

1. Manages the provision of administrative services for the region and/or business area. Assesses requirements and priorities, assigns work to internal staff and to external contractors as necessary, and ensures all work is performed in accordance with requirements, performance standards and deadlines.
2. Develops, recommends and implements policies, standards and procedures to ensure the effective and efficient provision of administrative services. Conducts or participates in comprehensive reviews of regional procedures, provides expertise and support to the program areas in developing new administrative systems and processes, identifies policy and procedural gaps for review with the regional management team, and updates and maintains the regional documentation and manuals.
3. Supervises a team of staff responsible for processing of property management documentation, provision of property portfolio/ property maintenance support functions, administration support of financial and operational reviews for housing partners, provision of face-to-face and telephone-based customer service to visitors and clients, maintenance of various databases and files, and general operational support.
4. Works closely with the Director and other senior managers in the preparation of the annual budget and monthly forecasting. Develops and controls specific budgets within approved financial limits. Establishes and maintains appropriate financial procedures including financial controls and tracking systems. Monitors office expenditures to ensure they fall within approved budget limits, prepares budget analyses for review by the Director and reallocates resources as required. Liaises with other branches and regions to identify and resolve issues.
5. Acts as the first-level technical resource for information systems. Provides orientation, training and support to users, assesses and resolves problems, or refers difficult issues to the appropriate IT specialist for resolution as necessary. Co-ordinates, in conjunction with the IT department, the implementation of new or enhanced information system hardware and software.
6. Develops and enhances business and reporting tools, reports and templates, provides orientation, training and support to Regional staff on new and changed systems and processes.
7. Oversees the record keeping and maintenance for the pool vehicle(s) in the Region.
8. Participates as a member of the regional senior management team in the development of regional plans and discussion of issues impacting business or operating strategies; provides advice and counsel from an administrative perspective regarding emerging issues.
9. Acts as administrative liaison and maintains a positive working relationship with other branches/departments and external stakeholders, including representing the department on committees and in meetings. Attends meetings with the Executive Director and/or senior regional managers to ensure that administrative services which are agreed to are implemented and completed.
10. Supervises the work of staff in accomplishing the business activities of the program area. Creates an environment that allows for a supportive and progressive attitude among staff, and promotes improved performance through counselling and coaching and by ensuring that staff are provided with information and training necessary for the conduct of their assigned duties. Completes performance evaluations, determines performance issues, and takes disciplinary action, which may include suspension and the recommendation for termination. Has significant input into hiring, promotion and demotion decisions, recommends changes in compensation of staff and authorizes overtime. Resolves grievances up to the second stage of the grievance process. Identifies to senior management appropriate collective agreement

wording to serve the employer's interests in achieving operational goals and objectives, and may participate on the negotiating committee as a management representative. Determines resources required to fulfill operational requirements, develops staffing plan, and recommends staffing levels to accomplish objectives, including revisions to staffing levels as necessary as operational requirements change.

- 11. Participates in Regional Management Team meetings, activities, training and events.
- 12. Performs other related duties that do not affect the nature of the job, including conducting special studies, making presentations and participating in task force, project teams and committee work

ORGANIZATION

The Regional Administrative Services Manager reports to the Executive Regional Director.

The position supervises a team of staff of bargaining unit employees.

QUALIFICATIONS

Education, Experience and Occupational Certification

Diploma in commerce or business administration, or an equivalent amount of education and experience.

Considerable experience in managing administrative activities within the public or not-for-profit sector, including experience in budgets and financial administration. Experience in property management and/or social housing administration. Experience with supervision of a team of staff.

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

Knowledge, Skills and Abilities

Core Competencies

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

Leadership Competencies:

- Alignment & Results
- Relationship Building/Management
- Team Development

Sound understanding of administrative and financial policies, procedures and practices

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

Ability to assess administrative requirements for the effective delivery of the region's programs and services

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

Ability to lead, coach and motivate staff in a team setting

Ability to foster strong working relationships with both internal and external stakeholders to accomplish objectives.

Effective written and verbal communication, conflict resolution, consensus building and interpersonal skills

Effective organizational, analytical and problem-solving skills

Strong computer administration skills, including the problem analysis and resolution

Proficient in the use of MS Office (Excel, Word, PowerPoint) and computer systems and databases