

1. Position No. 22155, 80339, 80768, 81823	2. Descriptive Working Title Business Support Manager	3. Present Classification Excluded Management
4. Branch Operations	5. Department Operations Support	6. Work Location Telework Eligible
		Date Revised Oct 2020; June 2021
7. Position No. of Supervisor 23055	8. Descriptive Work Title of Supervisor Manager, Operations Support	9. Classification of Supervisor Excluded Management

POSITION SUMMARY

The Business Support Manager is responsible for establishing a close working relationship with the Managers and wider team in assigned business area(s) and providing expert advice and support in managing and improving business area processes and systems. He/she/they determines business requirements, conducts feasibility and impact analyses of information management services and technology, and ensures processes, services and technology solutions are developed and delivered to meet business and service delivery requirements. The incumbent provides research, analysis, data stewardship, reporting, and project management expertise in accomplishing objectives. The role is part of a team of Business Support Managers that support BC Housing's core systems as well as other smaller systems and databases.

MAJOR RESPONSIBILITIES

1. Provides advice and expertise as a subject matter expert to managers and staff, utilizing a detailed knowledge of systems and procedures within the Operations Branch and a complete understanding of how they interconnect and interact with each other and with systems and procedures external to the branch.
2. Works closely with managers of assigned departments/business areas to contribute to strategic goals and plans, and identify and assess current and emerging business needs.
3. Collaborates with IT to undertake business process, feasibility, risk assessment, impact and cost-benefit studies to maximize or enhance the utilization of existing IT systems, or assess the need for new systems to improve overall service delivery and ensure achievement of business goals. Assesses and advises on increased efficiencies and organizational impacts for various systems options including impacts on staffing resources, customer services, capital costs and training and educational requirements.
4. Leads and manages small to medium sized, non-systems projects or participates as a key resource in IT system projects, including the management of project team members assigned from the business area. Works collaboratively with IT in planning and coordinating system sustainment initiatives and strategies, including assisting in system design and specification, documentation, implementation and user acceptance testing.
5. Collects system enhancement, data extract and other system requests. Works with IT to prioritize and outline business requirements and specifications, and assists IT with the development of detailed technical requirements and resulting specifications. Coordinates quality assurance and data integrity reviews, user acceptance testing, documentation and signoff on resulting work.
6. Manages branch reporting needs by maintaining existing system reports and developing ad-hoc reports when requested. Collaborates with IT to develop new standardized reports and coordinate user acceptance testing. Performs data maintenance ensuring optimal data quality.

7. Provides first level support for system users and super-users. Addresses user concerns and issues where possible. Researches and documents problems appropriately before escalating to IT.
8. Identifies and plans for training requirements, and co-ordinates the preparation and maintenance of user manuals and other related documentation.
9. Participates on and provides guidance and expertise to working groups, committees and project teams with respect to branch systems and procedures. Assists with business case preparation, gap and cost/benefit analysis, and ensures communications and project plans are shared with client groups.
10. Participates with the Manager, other Business Support Managers and IT in developing and recommending long-term systems strategies for the Branch
11. Collaborates with IT and other business areas to ensure that existing and proposed systems and processes accomplish their intended purpose, support key business targets and service levels, comply with the organization's vision, policies and strategic direction, provide data security, and integrate with other corporate systems to improve strategic and operational decision-making.
12. Provides input to IT standards, guidelines, policies and practices. Collaborates with other internal teams to design and implement effective business process change strategies.
13. Develops and maintains effective relationships within and outside the business area that lead to a thorough understanding of current and emerging business needs and contribute to the business' strategic goals and plans; fosters excellent relations with IT and other Branches/departments as applicable to ensure business needs and requirements are met.
14. 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.
15. 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 Business Support Manager reports to the Manager, Operations Support.

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

QUALIFICATIONS

Education, Experience and Occupational Certification

Degree in accounting, economics, computing science, business administration, social science, or other relevant discipline.

Considerable experience in business analysis (requirements and solutions design), process modelling, business reporting design and development. Considerable experience in reporting systems design, development, testing, implementation and data management (analysis and modelling). Considerable project management experience as a project manager of a defined project following the standard Project Life Cycle, and experience in process mapping and process re-engineering projects (including data and reporting analysis).

Sound experience training adult learners in a workplace environment.

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

Leadership Competencies

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

- Sound knowledge of the application of business systems and databases in an organization
- Ability to learn and develop considerable knowledge and expertise of critical corporate business system applications and databases
- Ability to learn and understand in-depth the Commission's structure and business operations
- Ability to plan and manage small to medium size projects or portions of larger projects, provide direction to project team members, develop and implement system solutions, and work cooperatively in a team environment
- Ability to manage and provide guidance on the provision of technical services for end users
- Ability to take ownership of tasks and drive them through to completion
- Ability to work under pressure in meeting deadlines and changing priorities
- Ability to identify and promote opportunities to improve existing systems and procedures
- Ability to understand technical terms and explain it in everyday jargon
- Ability to foster strong working relationships with internal and external stakeholders to accomplish objectives.
- Proficiency in MS Office applications (Word, Excel, PowerPoint)
- Excellent verbal and written communication skills and attention to detail
- Strong interpersonal and relationship management skills
- Strong analytical, problem solving and conceptual thinking skills
- Strong planning, organization, time management and project leadership/management skills