

1. Position No. 23055	2. Descriptive Working Title Manager, Operations Support		3. Present Classification Excluded Management
4. Branch Operations	5. Department Operational Services	6. Work Location Telework Eligible	Date SEPT 2013  Revised October 2021
7. Position No. of Supervisor 81701	8. Descriptive Work Title of Supervisor Director, Operational Services		9. Classification of Supervisor Excluded Management

## POSITION SUMMARY

Reporting to the Director Operational Services, the Manager Operations Support is responsible for managing business planning, data governance, performance reporting, system planning/management and other related administration functions for the Operations Branch. He/she/they establishes and maintains effective relationships with multiple stakeholders across the commission to accomplish interbranch shared initiatives.

## MAJOR RESPONSIBILITIES

1. Leads the development and maintenance of consistent and reliable sources of data ensuring accurate and reliable data is available for all performance management and reporting purposes.
2. Provides support and collaboration in the development of organizational Data Governance and Data Management initiatives; prepares architecture for data, prepares data sets and utilize corporate visualisation tools; leads branch Data Stewardship activities including the collection, processing and provision of reliable, authoritative, accessible and interoperable data and insights to support data centric decision making; coordinates with data owners and ensure compliance to all data model according to data standards.
3. Leads data quality work efforts, team assignments and problem resolution. Collaborates with Operations staff in the development and maintenance of related branch processes and procedures.
4. Manages the development and implementation of models, systems and tools to support planning and financial/budgeting processes. Designs data capture and reporting systems that accurately reflect financial and operational activities and commitments of the Branch, while ensuring adherence to audit requirements.
5. Leads the development and implementation of a long-term, province-wide systems strategy for the Branch, working closely with Business Support Managers and IT. Ensures that business systems and processes support key business objectives and service levels, and accommodate potential for growth in the variety of programs provided and clients served
6. Builds and maintains effective working relationships with the OLT, Executive, Regional Directors, senior management of other Branches, and the BC Non-Profit Housing Association. Represents the Branch's interests and priorities in meetings and while working on committees and inter-branch shared initiatives.
7. Supervises the work of staff in accomplishing the business activities of the program area. Creates a supportive and progressive environment, coaches, trains and ensures staff are provided with information necessary to perform their assigned duties. Completes performance evaluations, addresses performance issues, and takes disciplinary action, which may include suspension and the recommendation for termination. Plays a key role in recruitment activities, including hiring, promotion and demotion decisions, and recommends compensation activities of staff. Resolves

grievances up to the second stage of the process. May contribute and participate on the negotiating committee as a management representative. Manages resources required to fulfill operational requirements, develops staffing plan, and recommends staffing levels to accomplish goals.

8. 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 Manager, Operations Support reports to the Director, Operational Services.

The position supervises a team of staff, including excluded and bargaining unit employees.

## **QUALIFICATIONS**

### **Education, Experience and Occupational Certification**

Bachelor's Degree in Commerce or Business administration or other related field, with course emphasis in business planning, data management and Information Technology.

Considerable experience in business planning, data development and management and systems planning and implementation, preferably within the public or not-for-profit sector. Considerable experience overseeing the integration of information technology with day to day and future business needs of an 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

#### **Leadership Competencies:**

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

Considerable knowledge and understanding of the philosophies, principles and practices of business planning, data management and systems planning and implementation

Ability to learn and understand the Commission's mandate, programs, operating requirements, and strategic objectives, and the socio-political environment in which BC Housing operates

Ability to assess Branch requirements, think strategically and facilitate the development of, effective business, financial and technology plans and strategies to achieve key priorities and objectives

Ability to analyse and assess business performance and develop and present solutions to improve results

Ability to establish a high level of rapport with senior management, and external stakeholders in order to accomplish objectives.

Ability to utilize judgment in presenting issues, and provide advice and influence in facilitating appropriate courses of action

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

Ability to exercise good judgment in dealing with matters of a confidential nature

Ability to excel in working under pressure to meet deadlines and changing priorities

Effective leadership, communication (oral and written), presentation, conflict resolution, consensus building, and interpersonal skills

Effective analytical, critical thinking and problem-solving skills