

JOB PROFILE: Executive Director, Operations

Classification:	Band 5	Position:	96736
Reports to:	Deputy Police Complaint Commissioner	Location:	Victoria, BC

JOB OVERVIEW

The Executive Director, Operations is accountable for leading the planning, delivery and evaluation of the day-to-day operations and key strategic initiatives of the OPCC. The Executive Director is accountable for implementing and evaluating the Office's strategic plans and annual reports including reporting of outcome measures, results and risks; implementing the legislative reform initiatives, and the Informal Resolution and Alternative Dispute Resolution programs; and providing strategic planning and operational advice to the Police Complaint Commissioner and Deputy Police Complaint Commissioner.

The Executive Director is a senior and strategic administrator that oversees office operations while implementing change initiatives and projects that support the Commissioner's vision for the office. The position provides corporate leadership within the OPCC by proactively leading new administrative policies or procedures and the change management associated with each, and ensures an aligned approach with the Commissioner's vision and relevant areas in Corporate Shared Services.

ACCOUNTABILITIES

Required:

1. Provides leadership and overall direction to multi-disciplinary teams of managers, investigative analysts, administrative support professionals, project teams, and contracted service providers.
2. Oversees the daily operations of the OPCC including balanced investigative file management and triaging urgent files and briefing the Deputy as needed.
3. Manages the office's budget to ensure it can fulfil its legislated mandate and demands within a prescribed fiscal envelope, and its human resources in order to plan and implement long-term organizational initiatives.
4. Advises the Deputy Commissioner on the office's operations, strategic planning, performance issues, reporting practices and implementation of recommendations.
5. Leads the operational meetings, continuous improvement initiatives, and internal working committees and briefs the Deputy on emerging or escalated issues.
6. Develops the office's operational and strategic plans, annual reports, service plans and budget submissions, and Office's program planning frameworks to ensure effective operations and that plans and expenditures are linked to the multi-year strategic and service plan objectives. Provides expertise on planning, risk assessment, risk mitigation strategies and performance measurement.

7. Leads and directs the development, implementation and evaluation of the Office's performance and accountability frameworks (e.g., service standards, employee performance plans), ensures accountability processes and performance management systems are practised and monitors the results of OPCC programs to ensure the Office meets its legislated requirements.
8. Ensures the operational needs of the case management system are met and provides recommendations to improve the system and data collection practices that support the Office's reporting objectives and long-term strategic goals.
9. Acts as a senior advisor within the organization on issues regarding provisions of the *Police Act* including investigations, oversight and adjudications pursuant to the Act, provides expertise and technical advice on complex investigative issues to managers and maintains general oversight and understanding of existing case files.
10. Ensures that knowledge management systems are effective and continuously evolving to better support service delivery.
11. Plans and directs an active and fully compliant access to information and privacy program within the Office.
12. Identifies and monitors trends and systemic issues related to policing and raises to Deputy with recommendations to address systemic issues.
13. Leads the implementation and maintenance of a variety of office initiatives including the Informal Resolution and Alternative Dispute Resolution processes, policy development, legislative reform and information management and development.
14. Leads the delivery of professional development/administration of internal staff oversight training modules and Police Act training for police departments and other relevant external stakeholders.
15. Implements progressive change to the work environment and culture through workplace engagement initiatives, employee recognition, training and development, communication, work distribution, and supervisory development programs.
16. Manages significant operational changes that affect the Office and stakeholders including the public, elected officials, senior managers in government, and police organizations and interacts with external stakeholders as directed.
17. Develops and implements internal and external procedures, policies and guidelines; provides advice and options for improving business practices and responds to emerging issues and policy directions which may affect the operations of the Office and makes recommendations to the Deputy.
18. Identifies procedural and substantive issues associated with the police complaint system and develop legislative reform recommendations.
19. Oversees the development of accessibility and outreach programs to enhance public awareness of the police complaint process.
20. Supervises staff including assignment of work, development and evaluation of performance plans.
21. Acts as Deputy Commissioner in her absence.

JOB REQUIREMENTS

EDUCATION AND EXPERIENCE

- Equivalent combination of education and experience may be considered.
- A university degree, preferably post-graduate or equivalent, in social sciences, economics, public administration, criminology, sociology, psychology, law, or other relevant area.
- Minimum five years' experience in progressively more senior management roles with responsibility for financial management and implementation of administrative programs or initiatives.
- Experience in effectively supervising and developing professional staff and building an organizational culture that promotes high performing professional staff.
- Experience managing complex projects, and effectively implementing and managing change.
- Experience with issues management and media.
- Preference may be given to applicants with experience in law enforcement or a regulatory or oversight body.

KNOWLEDGE AND ABILITIES

- Ability to make strategic decisions and develop, implement, and oversee organizational initiatives.
- Ability to lead, motivate, and manage a multi-disciplinary team, including conducting performance assessments, coaching, team building and mentoring staff in order to achieve business results.
- Ability to set priorities and manage the work of professional staff.
- Ability to understand and interpret legislation.
- Demonstrated experience building effective working relationships with colleagues and stakeholders, including stakeholders who are external to the organization.
- Ability to effectively manage a high volume of concurrent projects and meet required timelines.
- Ability to maintain the integrity of highly sensitive/confidential information.
- Excellent interpersonal, written, verbal communication and presentation skills .
- Experience establishing collaborative relationships and leading organizational change associated with implementation.
- Experience providing advice to senior level professionals and officials.
- 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**).

INDIGENOUS BEHAVIOURAL COMPETENCIES

Empathy is the ability to recognize, understand and directly experience the emotion of another. It involves listening with heart, accepting their message, and staying focused on their experience rather than reacting. It means understanding that the behaviour may be connected to something outside of the immediate situation.

Cultural Agility is the ability to work respectfully, knowledgeably and effectively with Aboriginal people. It is noticing and readily adapting to cultural uniqueness in order to create a sense of safety for all.

BEHAVIOURAL COMPETENCIES

- **Developing People** involves knowledge and skills such as mentoring, performance evaluation and feedback, career planning and coaching to enhance subordinates growth and development.
- **Solving Problems Creatively** involves knowledge and skills in fostering creative problem solving in the organization through critical reflection, problem analysis, risk assessment and rewarding innovation.
- **Vision and Goal Setting** involves knowledge and skills in establishing official and operative goals for the organization and to establish a system of measuring effectiveness of goal attainment.
- **Creating and Managing Change** involves knowledge and skills to manage in the organization through setting direction and urgency, building a coalition of support, communicating widely, handling resistance to change and facilitating implementation of successfully change actions.
- **Long-term Focus** combines reasoned and realistic judgement and commitment to key outcomes. It demands a blending of visionary thought and drive with pragmatism and perseverance, and is described as "steering a steady course through uncharted or difficult waters". Individuals with this competency have the ability to maintain the commitment of others, and rely upon self-confidence and insight to meet individual, situational or organizational challenges.
- **Integrity** refers to actions that are consistent with what one says are important. People with integrity "walk the talk" by communicating intentions, ideas and feelings openly and directly, and welcoming openness and honesty even in difficult negotiations.

Office of the Police Complaint Commissioner

*Providing impartial civilian oversight of complaints involving municipal police in
British Columbia.*

<https://www.opcc.bc.ca/index.html>