



JOB PROFILE: Business Analyst

Classification:	Administrative Officer 24	Position:	TBD
Reports to:	Director, Business Operations	Location:	Victoria, BC

CONTEXT

The Office of the Police Complaint Commissioner (OPCC) is a civilian, independent office of the Legislature which oversees and monitors complaints and investigations involving municipal police in British Columbia and is responsible for the administration of discipline and proceedings under the Police Act. Conducting oversight of Police Act investigations and discipline proceedings can be complex with a high degree of responsibility due to the seriousness or high-profile nature of the allegations.

JOB OVERVIEW

The Business Analyst leads and performs business development and transformation projects, and provides business analysis to enhance strategic, operational and performance reporting. The position is responsible for identifying and investigating opportunities for improvements in business process and investigative application areas. The Business Analyst works closely with the OPCC's management team, team leaders and the Independent offices Corporate Shared Services, to ensure that business requirements/processes are understood, best practices are employed, appropriate levels of scrutiny and subject matter expertise are brought to bear on the applicable aspects of the business relationship, and that communications, understanding and balanced solutions are delivered.

As a key member of the Business Operations team, the Business Analyst will combine excellent technical understanding of the operations while ensuring an aligned approach with the Commissioner's vision and relevant stakeholders.

ACCOUNTABILITIES

Required:

1. Acts as project lead in the development, implementation, and enhancement of a new business information case management system.
2. Develops and implements improvements to case management systems and business processes.
3. Makes recommendations for developing, implementing and improving systems to ensure reliable information flows through well-functioning systems.
4. Identifies and documents business situations that require technological solutions; identifies and investigates opportunities for improvements and alternatives to systems.
5. Directs quality assurance functions including project reviews, user acceptance testing and post-implementation reviews.

6. Tests various business processes, work flows, and case tracking system functionality; identifies deficiencies and ongoing issues; and reports to technical support team for resolution.
7. Determines information needs for service plan reporting, performance reporting and Annual Reporting requested by management.
8. Develops and implements procedures (i.e., naming conventions, data dictionary management, transaction definitions, testing/operational procedures, client training, etc.).
9. Assesses other ministry/government/independent offices systems projects for feasibility and impact to our offices systems.
10. In conjunction with technical support staff and contract support, identifies, develops and implements case tracking system enhancements, and recommends options for implementation and adoption.
11. Develops and implements surveys, data analysis methodologies, strategies and key performance indicators for evaluating usage of case tracking system.
12. Develops and maintains training materials and ensures delivery to all internal and external application users via on-line and classroom formats.
13. Makes budget estimate and recommendations for updates and maintenance to the case management system and monitors progress.
14. Makes presentations and provides reports along with communications of various types for various committees, senior and executive management.

JOB REQUIREMENTS

EDUCATION AND EXPERIENCE

- Post-secondary education in a related field, or 4 years' experience in an analytical or research role or equivalent combination of education and experience.
- 2 years of experience with business intelligence tools, statistical reporting and information management systems.
- 2 years of experience process mapping, process re-engineering (including data and reporting analysis).
- Preference may be given to applicants with specific experience in:
 - User experience, service design, accessibility, universal/inclusive design
 - Knowledge management, exchange and/or mobilization
 - Planning, development, implementation and evaluation of complex programs and projects
- Preference may be given to applicants who self-identify as Indigenous, Black or racialized, women, people with diverse gender identities and/or people with disabilities.

KNOWLEDGE AND ABILITIES

- Knowledge of the role and mandate of the BC Office of the Police Complaints Commissioner.
- Knowledge of change management processes and project management methodologies.
- Knowledge of MS Office tools.
- Effective written and oral communication skills and the ability to communicate complex ideas clearly and concisely in writing or verbally.
- Expertise in providing systemic and high-quality analysis related to integrated custom applications within complex business processes.
- Ability to manage a heavy workload with multiple priorities and demands.

- Ability to work effectively as part of a team.
- Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRRA) 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**).

COMPETENCIES

- **Expertise** includes the motivation to expand and use technical knowledge or to distribute work-related information to others.
- **Improving Operations** is the ability and motivation to apply one's knowledge and past experience for improving upon current modes of operation. This behaviour ranges from adapting widely used approaches to developing entirely new value-added solutions.
- **Information Seeking** is driven by a desire to know more about things, people or issues. It implies going beyond the questions that are routine or required in the job. It may include “digging” or pressing for exact information; resolution of discrepancies by asking a series of questions; or less-focused environmental “scanning” for potential opportunities or miscellaneous information that may be of future use.
- **Innovation** indicates an effort to improve performance by doing or promoting new things, such as introducing a previously unknown or untried solution or procedure to the specific area or organization.
- **Problem Solving/Judgement** is the ability to analyze problems systematically, organize information, identify key factors, identify underlying causes/generate solutions.
- **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.
- **Teamwork and Cooperation** is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.
- **Cultural Agility** is the ability to work respectfully, knowledgeably and effectively with Indigenous people. It is noticing and readily adapting to cultural uniqueness in order to create a sense of safety for all. It is openness to unfamiliar experiences, transforming feelings of nervousness or anxiety into curiosity and appreciation.

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>