



JOB PROFILE: Manager, Learning Strategies

Classification:	Band 3	Position:	
Reports to:	Director, Business Operations	Location:	Victoria, BC

JOB OVERVIEW

The Manager provides leadership in learning and development of OPCC staff and stakeholders. The Manager's primary responsibility is to assess, design, develop and implement a learning strategy and curriculum, along with building relationships with internal and external training resources, enabling high quality education initiatives.

ACCOUNTABILITIES

Required:

1. Develops the office's learning strategy, determines organizational learning requirements and utilizes a needs-analysis approach based on priorities established by the Commissioner.
2. Develops learning curricula and identifies educational priorities that support organizational requirements outlined in the OPCC Strategic Framework and the office's legal obligations including changes to policy and legislative requirements.
3. Leads the implementation and customization of corporate programs that consider broader corporate people management practices.
4. Maintains curriculum and learning resources that supports continuous learning and improves overall social and cultural competency of staff.
5. Develops training materials and supports delivery of training to external stakeholders including Professional Standards Investigators, Discipline Authorities, Police Board members, retired judges appointed under the *Police Act* and support agencies.
6. Designs exercises, activities and complementary supporting material based on leading practices in adult learning/education.
7. Builds effective relationships and collaborates with subject matter experts to identify specific training requirements for target audiences.
8. Recommends policy or procedural amendments to address learning needs and support learning initiatives.

9. Secures resources and arranges training seminars and workshops delivered by internal resources or contractors for one-on-one and group instruction, modular training, and e-learning for new and current employees, distribute learning/reference materials, and coordinate training/associated travel.
10. Develops and implements evaluation processes to ensure training and development approaches are effective and achieve desired results.
11. Develops and manages training and development funds and/or budget.

JOB REQUIREMENTS

EDUCATION AND EXPERIENCE

- University degree in a related field (e.g., public administration, adult learning, education, human resource management, social sciences).
- Two years continuous experience in developing training including instructional design methodology, development and implementation of learning and development programs, curricula, and products.
- Two years' continuous experience analyzing training needs, planning learning solutions, developing products using a wide range of learning technologies, and then evaluating.
- Two years experience providing strategic advice to executives and/or senior leaders and managers.
- Demonstrated experience building strategic relationships with stakeholders.
- An equivalent combination of the education and experience requirements will be considered.
- Preference may be given to applicants with experience with the public sector.
- Preference may be given to candidates with experience with online development tools.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge and understanding of adult learning practices and trends.
- Excellent interpersonal, verbal and written communication skills including presentation skills.
- Ability to think and plan strategically.
- Ability to maintain the integrity of highly sensitive/confidential information.
- 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

- **Flexibility** is the ability and willingness to adapt to and work effectively within a variety of diverse situations, and diverse individuals or groups. Flexibility entails understanding and appreciating different and opposing perspectives on an issue, adapting one's approach as situations change, and accepting changes within one's own job or organization.
- **Teamwork and Co-operation** is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals.
- **Results Orientation** is a concern for surpassing a standard of excellence. The standard may be one's own past performance (striving for improvement); an objective measure (results orientation); challenging goals one has set; or even improving or surpassing what has already been done (continuous improvement). Thus a unique accomplishment also indicates Results Orientation.
- **Self-Discovery and Awareness** means understanding one's thoughts, feelings, values and background and how they impact the success of the interaction and relationship, or how they may influence one's work. It is recognizing one's own biases by tracing them to their origins, through reflection and by noticing one's own behaviour—and then intentionally seeking a way forward that positively impacts the interaction and relationship. It means maintaining new ways of thinking and acting when situations become difficult or uncertain, or in times of urgency.
- **Communicating Effectively** involves good presentation skills (verbal and written), careful listening, problem framing and use of presentation technologies. It requires being clear and convincing when making presentations to external audiences; adapting presentation to the audience when speaking or presenting; framing issues so that different audiences can understand them

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>