

Job Profile: Manager, Human Resources

Classification:	Band 3	Position:	00061543
Reports to:	Executive Director, Business Strategies and Communications	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

Reporting to the Executive Director, Business Strategies and Communications, the Manager, Human Resources (HR) provides informed and trusted advice, interpretation and consultation services on a broad and diverse range of human resources functions, services and policies.

ACCOUNTABILITIES

Recruitment, ongoing support and retention

- Provides comprehensive HR support across the office including recruitment, employee relations, performance management, disability case management, and occupational health and safety.
- Establishes and maintains collaborative relationships with all staff, including the Executive team and managers, and ensures best HR practices are incorporated into program and business decisions and in alignment with OPCC values and culture.
- Provides expertise, advice and learning opportunities as appropriate on all aspects of the HR portfolio, including leadership and professional development, organizational design and workforce planning, employee engagement, performance management, disability case management, employee relations,

accommodation, job classification, compensation, full-cycle recruitment/retention, workplace health and safety and other human resources related issues.

- Provides strategic advice to the Executive team and leads the implementation of organizational development projects and strategic human resources programs, policies and processes.
- Analyzes HR advisory/consulting activities, outcomes, and trends to recommend service improvements.
- Continuously seeks learning and growth in the HR field to improve the OPCC's HR programs and services.
- Manages the employee life cycle for all levels within the OPCC.
- Develops or guides the development of job profiles and evaluation tools.
- Participates in or facilitates interviews and advises panels in alignment with recruitment and staffing best practices within the OPCC. This includes ensuring the transparent documentation of the end-to-end competitive process used for in-service inquiry and audit purposes.
- Ensures staffing decisions are based on the principles of merit, transparency, and fairness.
- Develops and implements communication strategies and other mechanisms to ensure management and staff are apprised of corporate human resource programs and initiatives.
- Develops and delivers training to diverse employee groups.
- Seeks advice from knowledgeable advisors, including other independent offices of the Legislature and government on HR issues as needed.
- Supervises staff, including assignment of work, development and evaluation of performance plans, approval of leave, and initiation of disciplinary processes.

Strategy

- Participates as a member of the OPCC Leadership Team in the development and implementation of the OPCC's Service Plan.
- Develops, in collaboration with the Executive Director, executive members and managers, workforce plans, strategies, policies and programs.
- Oversees the implementation of OPCC executive decisions on HR strategies, determining the goals and objectives to achieve the defined outcomes.
- Develops and maintains effective working relationships and strategic alliances with external parties (e.g., other independent offices of the Legislative Assembly and other police oversight agencies) and the BC Public Service Agency (PSA).

Governance/Policy

- Designs specific strategies and actions to meet emerging needs, ensures appropriate delivery occurs, measures results, and determines next steps for sustainability.

- Provides recommendations and advice to the Executive Director regarding organizational initiatives (e.g., diversity and inclusion, workforce planning, organizational design) based on best practices, data and analytics.
- Exercises spending authority, as allocated.

SELECTION CRITERIA

Required qualifications:

Education

- A post-secondary degree in human resource management, public administration, business administration or a related field.

Experience

At least five years recent (within the last eight years) work experience in the areas of:

- providing HR expertise and strategic advice to managers and executives,
- HR services, including recruitment and selection, job profile development, learning and development, performance management, interpreting and applying policies and procedures, labour/employee relations, disability case management and occupational safety and health,
- managing and developing employees,
- managing complex and sensitive issues with tact, diplomacy and sound judgement.

In addition to the five years' experience noted above, candidates must have:

- Experience with conflict resolution.
- Experience applying employment laws.

Preference may be given to applicants with the following:

- MBA or Masters in a relevant HR program.
- A Chartered Professional in Human Resources (CPHR) designation.
- Relevant experience working in the BC Public Service.

Knowledge, Skills & Abilities

- Considerable current knowledge of the *Public Service Act* and related regulations, policies and practices.
- Knowledge in all areas of HR in order to provide informed, trusted advice.

- Knowledge of government processes, structure and policy directives and procedures of the relevant central agencies.
- Knowledge of and ability to use computer software related to HR, payroll, leave management, and related programs and experience with word processing and spread sheet applications.
- Demonstrated planning and project management skills.
- Excellent oral communication skills for collaborative teamwork and facilitation with large groups.
- Ability to work in a fast-paced and dynamic environment.
- Ability to regularly and nimbly respond to changing and competing priorities.
- Ability to identify training needs, set goals and standards and deliver or arrange for the delivery of effective training to meet individual or group needs.
- Ability to manage complex HR challenges.
- Ability to communicate in writing in an effective and clear manner at an appropriate level and in the most effective format.
- Ability to work positively in a team environment.
- Ability to develop and maintain excellent working relationships with a variety of people.

Indigenous Relations Behavioural Competencies:

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

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.

Building a trust-based relationship requires a fundamental understanding that "relationship" is the foundation from which all activities happen and that building a good relationship takes time and commitment. It is a willingness to build a personal relationship in addition to a professional one, participating in open exchanges of experiences and culture. It requires a genuine, non-controlling approach and relies upon demonstrated integrity and transparency.

Competencies

Business Acumen is the ability to understand the business implications of decisions and the ability to strive to improve organizational performance. It requires an awareness of

business issues, processes and outcomes as they impact the client's and the organization's business needs.

Strategic Orientation is the ability to link long range visions and concepts to daily work, ranging from a simple understanding to a sophisticated awareness of the impact of the world at large on strategies and on choices.

Leadership implies a desire to lead others, including diverse teams. Leadership is generally, but not always, demonstrated from a position of formal authority. The "team" here should be understood broadly as any group with which the person interacts regularly.

Service Orientation implies a desire to identify and service 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.

Analytical Thinking is the ability to comprehend a situation by breaking it down into its components and identifying key or underlying complex issues. It implies the ability to systematically organize and compare the various aspects of a problem or situation and determine cause-and-effect relationships ("if...then...") to resolve problems in a sound, decisive manner. Checks to ensure the validity or accuracy of all information.

For more information on competencies:

[Competencies for Interviews & Hiring - Province of British Columbia](#)

[Indigenous Relations Behavioural Competencies - Province of British Columbia](#)

Office of the Police Complaint Commissioner

*Engaging in effective civilian oversight that provides accountability
and builds public confidence in policing.*

www.opcc.bc.ca