

JOB DESCRIPTION

JOB DETAILS

Job Title: Assistant Director, Policy

Job ID: Band424

Classification: Band 4

Classification Date:
(MM/DD/YYYY)

Branch: Policy

Unit: BRD-Policy

Reports to: Director, Policy

Security Screening: Yes

Union/Excluded: Excluded

BRANCH DESCRIPTION

The Policy Branch provides pension policy advice to a diverse group of clients, including the pension boards of trustees and corporation staff. The branch prepares amendments to pension plan rules; corresponds with Canada Revenue Agency (CRA) and BC Financial Services Authority (BCFSA) on registration and compliance matters; negotiates, reviews and drafts portability agreements; prepares appeal reports; reviews external communications material; and provides policy development advice and development services on a variety of benefit administration issues.

JOB SUMMARY

The Assistant Director, Policy plans and manages the delivery of policy services, including administering the day-to-day operations of the branch, for all plans and the corporation. The position acts on behalf of the Director as required and assists the Director with all managerial responsibilities, including budget preparation and monitoring, business planning, and staff management.

The Assistant Director, Policy manages branch staff, leading specific policy delivery areas for multiple pension plans and special projects. This position liaises with a diverse range of clients and business contacts in the course of service delivery, including: senior management of external clients, stakeholders, member unions, professional associations and plan employers (public sector employers including such as municipalities, school districts, colleges, crown corporations, provincial government and other organizations); external agencies (e.g., CRA and BCFSA) and senior management across the Corporation. This position is accountable for the Corporation's operational compliance in a complex legal environment and must professionally advise on joint trusts, other legal agreements and the rules governing specific pension plans, benefit entitlements, federal Income Tax Act provisions and provincial legislation and regulations of BC pension plan administration (e.g., Pension Benefits Standards Act, Family Relations Act, etc.).

JOB RESPONSIBILITIES

1. Leads policy program initiatives, managing branch staff on program deliverables and special projects, monitoring program service delivery and performance targets. Ensures effective staff development programs and employee performance.
2. Collaborates in the development of program risk management plans and oversees implementation. Monitors risk management process in the Branch to ensure that risks are appropriately identified and mitigation measures developed.
3. Recommends organizational structure and program delivery to meet program needs and objectives to achieve maximum value for every pension trust dollar spent in corporate operations.
4. Provides input into strategic planning and business re-engineering to achieve improved service delivery. Recommends and implements policies, standards and practices for the Corporation to the Director.
5. Implements program changes, including: service delivery and business process changes affecting clients and staff. Implements quick response plans for urgent, extraordinary service demands.
6. Provides professional advice to pension boards and committees and networks with external stakeholders, such as senior management of external agencies, trustees, employers, unions, plan members, legal counsel, federal and provincial authorities, regulators and actuaries.
7. Collaborates in the development of new and enhanced information systems for the policy program and leads continuous improvement projects and initiatives to improve service, maximize productivity and cost effectiveness of program operation.
8. Monitors resource availability and commitments, adjusts as required while ensuring client needs are met and products are delivered on schedule.
9. Co-develops the branch operating budget, managing the financial and human resources of assigned program area.
10. Supervises staff including assignment of work, performance plans and reviews, approval of leave, address performance/behavioural issues, initiation of discipline processes and responses to grievances, exercises delegated authorities from the Director.
11. Manages talent attraction, onboarding, development, deployment and retention.
12. Provides strong, effective and highly visible leadership to capitalize on the full potential of the team, ensuring that all employees are motivated and guided to contribute fully to the realization of the corporation's purpose, goals and objectives.

13. Provides coaching to staff in relation to their performance, career development, profession and associated methodology(ies).
14. Prepares summaries, reports and briefing notes for Director, Executive, and Boards.
15. Represents the Director on committees, management issues, events as required.
16. Reviews and/or researches complaints and inquiries on behalf of Boards and provides analysis and recommendations for remedial solutions.

EDUCATION

Degree/Diploma Obtained	Program of Study
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- A post-secondary degree in law, business administration, public administration, social sciences or a related field. An equivalent combination of related experience, education and training may be considered.

EXPERIENCE

Years of Experience	Type of Experience
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- A minimum of 3 years of leadership experience motivating and influencing others, resolving conflict and working in a changing environment;
- Demonstrated experience in providing policy advice or administration services at a senior level;
- Experience providing effective, efficient service delivery to multiple clients in a busy, business environment, including a board, or an equivalent formal body;
- Experience managing a business area including operations, staff and budgets;
- Pension plan management experience and/or certification is preferred; and
- Experience and knowledge of pension plans and/or compliance issues is preferred.

KNOWLEDGE, SKILLS & ABILITIES

- Demonstrated client relationship management skills with a track record for identifying and analyzing critical issues and meeting client expectations;
- Proven ability to develop creative and strategically sound solutions in a changing environment and demonstrate excellent judgment;
- Strong communicator with excellent, proven interpersonal, presentation and writing skills;
- Working knowledge of pension plan administration; and
- Working knowledge of policy research, development and implementation.

CORE COMPETENCIES

Enabling & Inspiring L3 - Leading Others

Motivating, supporting and enabling others to succeed.

- Gives responsibility to staff based on their competence and capability.
- Creates an environment where others strive for improved performance and productivity.
- Demonstrates respect and effective collaboration as a model for the organization.
- Cultivates an environment of enthusiasm and optimism within the team and across the organization.
- Integrates the contributions of others into organizational initiatives.

Leadership Courage L3 - Leading Others

Saying and doing the right thing despite potential risk.

- Acts with the courage of his/her convictions without guarantee of success or reward.
- Recognizes competing viewpoints/interests and seeks common understanding and/or solutions.
- Reassesses position in the face of justified resistance.

Insight & Impact L3 - Leading Others

Understanding self and others in order to be a positive influence as a leader.

- Considers competing interests to address key concerns and to achieve desirable outcomes.
- Demonstrates self-assurance/confidence in own core beliefs and values while maintaining connection with others.
- Manages one's emotions sufficiently to allow for, and invite, different perspectives and opinions

Navigating Change L3

Supporting self and others through change and transition and enabling successful transformation in work products and processes.

- Creates a culture that encourages change, innovation and improvement.
- Applies change management models, principles and practices.
- Translates change strategies into specific direction and focus.

- Adapts existing goals, plans and processes, or develops new ones to respond effectively to the change.
 - Removes barriers to change.
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Embracing Learning L3

Contributing to a learning culture by developing self and supporting others to acquire skills and improve performance.

- Ensures that developmental opportunities and resources are available to employees.
 - Ensures adequate time is made available for staff development.
 - Effectively utilizes the strengths and talents of others to achieve business results.
 - Undertakes development opportunities to meet future organizational needs.
 - Role models continuous learning.
 - Identifies high potential individuals and provides them with targeted opportunities for growth.
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Client Orientation L3

Making it easy for our external and internal clients - seeing things through their eyes.

- Balances client needs with business realities.
 - Represents client needs to more senior management.
 - Provides advice on complex problems and initiatives.
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Accountability L3

Holding self and others accountable to deliver on commitments and to achieve desired results.

- Establishes standards and measures to achieve desired results.
 - Allocates resources and assigns responsibilities to achieve organizational objectives.
 - Supports others in driving behavioural and performance expectations.
 - Entrusts others with responsibility for achieving results.
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Inspiring Trust L3

Inspiring confidence by demonstrating integrity and building credibility.

- Brokers healthy relationships across the organization to further the achievement of business goals.
 - Promotes dialogue and shared understanding on business issues.
 - Communicates complex issues clearly and credibly with varied audiences.
 - Confidently and effectively expresses contrary opinions and own perspectives.
 - Accepts alternate perspectives in support of business interests.
 - Models trust in others to do their jobs.
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Decision Making L3

Enabling progress by resolving issues and supporting others in taking calculated risks and making decisions.

- Guides responsible risk taking as part of the decision making process.
 - Makes complex operational decisions based on best available information.
 - Balances competing priorities in reaching decisions.
 - Factors key stakeholder perspectives in making decisions.
 - Overcomes obstacles to reach timely decisions.
 - Ensures decisions are consistently applied across the organization.
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Organizational Focus L3

Aligning work priorities, processes and practices to achieve the strategic direction.

- Demonstrates an understanding of interdependencies across the organization (i.e. systems thinking).
- Responds to emerging trends with initiatives that are aligned with the organization's strategy.
- Translates strategic goals into specific operational initiatives.
- Ensures work unit objectives are aligned with the strategic goals.
- Balances short term needs of the organization and its people with the achievement of longer-term goals and strategies.
- Applies understanding of organizational context in dealing with complex issues.
- Aligns business operations across the organization.