

## Director, Operations Service Delivery Excellence

Burnaby, BC

**BC Housing is a provincial Crown agency with an annual budget of \$1.6 billion (2020/21) and a portfolio of housing services and programs that assist approximately 117,616 households in over 300 communities provincially. As such, we continually seek sustainable housing solutions that are supported by excellence in service delivery and research, and take into account social, financial and environmental impacts.**

Our **Operations Branch** works with non-profit societies and co-operatives, government, community agencies, tenants and advocacy groups to ensure BC Housing delivers high-quality services and programs that are responsive to client needs. Responsible for developing and delivering social housing programs across the province, the Branch acts as funder and regulator in overseeing the administration of operating agreements with over 800 co-op and non-profit housing providers across the province. In addition, it oversees the administration and property management of provincially owned, directly managed social housing and group homes.

As **Director, Operations Service Delivery Excellence**, you'll initiate, lead and oversee key strategic initiatives throughout the project lifecycle to support the Commission's Service Plan and the Operations Branch Plan. Reporting to the Vice President, Operations, you'll develop project plans, prioritize project timelines, deal with significant housing programs and service initiatives delivered across the housing continuum, and support regional teams with various projects and change management initiatives.

A strategic and critical thinker, adept at generating innovative ideas, methods, processes and options to achieve objectives and outcomes, you'll develop, and oversee the implementation of, a performance and quality management framework that translates strategy and goals into performance measures and targets. You will also develop and maintain consistent, reliable sources of data to ensure that accurate information is available for performance management and reporting purposes.

Your exceptional communication and consensus-building skills will prove invaluable in our multi-stakeholder, socio-political environment, as you establish and maintain effective relationships with multiple stakeholders across the Commission to accomplish interbranch strategic business initiatives.

### QUALIFICATIONS

Combining a degree in Planning, Business, Economics or another relevant discipline, with extensive experience in leading and managing program planning, program analysis and continuous improvement functions in the public sector, with direct relevance to housing and social services, or an acceptable equivalent combination of education, training and experience, you welcome the challenges and opportunities this leadership role can offer.

Your success in supporting goals and strategy towards achieving both performance and tenant outcomes will also be driven by the following competencies, knowledge, skills and abilities:

- **Core Competencies**
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- Personal Effectiveness
- Communication
- Results Oriented
- Teamwork
- Service Oriented
- **Leadership Competencies**
  - Alignment & Results
  - Team Development
  - Relationship Building/Management
- Extensive knowledge and understanding of the philosophies, practices, models and frameworks associated with program and policy planning, design, development implementation and evaluation.
- Extensive knowledge of housing markets, social policy, and economic and social trends.
- Considerable knowledge of MS Project, Prince2, Managing Successful Program and Evaluation Methodologies expertise and APM Body of Knowledge.
- Considerable knowledge in the use of Business Process Management, Lean and/or Agile methodologies.
- Ability to learn and understand the Commission's mandate, its programs and operating requirements, and the socio-political environment in which BC Housing operates.
- Ability to lead the development of a planning strategy and framework, the analysis of current and proposed programs, and the generation of innovative ideas, methods, processes or options to achieve objectives and outcomes.
- Ability to establish a high level of rapport with senior management, Executive, Board, governments, social housing partners and stakeholders.
- Ability to utilize judgment in presenting issues and provide leadership and direction in facilitating appropriate courses of action.
- Ability to lead, coach and motivate staff in a team setting.
- Exceptional oral and written communication, presentation, consultative, facilitation, consensus-building, conflict resolution, leadership and interpersonal skills.
- Exceptional analytical, strategic and critical thinking, and problem-solving skills.

To view the [Job Description](#) and to apply for the role of **Director, Operations Service Delivery Excellence**, visit <https://www.bchousing.org/careers/current-opportunities>. When applying, please submit a cover letter and your application as a single Word or pdf file. Only applications submitted using the Online Recruitment System at [www.bchousing.org/careers](http://www.bchousing.org/careers) will be accepted.

*BC Housing—one of BC's Top Employers for 2020 and one of Canada's Greenest Employers for 2020—is the provincial Crown agency that develops, manages and administers a wide range of subsidized housing options for those most in need across the province. Share in the rewards of working with an organization that offers challenging work and competitive compensation and supports the growth and development of its people.*

*BC Housing thanks all applicants for their interest; only those selected for an interview will be contacted. This position is only open to those legally entitled to work in Canada.*

[www.bchousing.org](http://www.bchousing.org)

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