



Position Title: Manager, Learning and Organization Development	Supervisor Title: Executive Director
Classification: Band 3	Supervisor Position #: 00054140
Work Unit: Critical Audit Support Services	Office: Office of the Auditor General

CONTEXT

The Office of the Auditor General of British Columbia (OAG) serves the Legislative Assembly and people in British Columbia. The OAG provides independent assessments of government's financial statements and operations to enhance government accountability and performance. The auditor general's authority comes from the *Auditor General Act*.

The work of the OAG spans all government ministries, as well as Crown corporations and the broader public sector. Reports are presented to the Legislative Assembly and are available to the public.

The Strategic Human Resources (SHR) team supports the organization in its people practices by providing comprehensive human resource services. Our diverse, passionate and people-focused SHR team develops and delivers policies, projects, programs and services to ensure OAG is recruiting, developing and retaining high-performing employees.

JOB OVERVIEW

Under the supervision of the Executive Director, the Manager, Learning and Organization Development, is responsible for leading HR projects, organization-wide programs, engagement initiatives, learning and leadership development programs, change management and HR data analytics. This position also provides human resource advice to supervisors, managers and employees regarding employee relations, performance management, development and retention. This role will require an individual who can thrive in a fast-paced environment, appreciates autonomy, is self-directed, and committed to continual career growth.

ACCOUNTABILITIES

- Partners with executives and senior leaders to determine organization development needs and opportunities, facilitate change, and increase organizational effectiveness.
- Develops proactive and innovative HR and organization development solutions to support medium and long-term portfolio and branch business and work environment needs, ensuring alignment with OAG corporate plans, priorities and goals.
- Works closely with the learning and development committee to identify strategic priorities and recommend options for learning and development programs, projects and initiatives.
- Working with the learning and development committee, conducts learning needs assessments to define learning and development priorities and builds curriculum framework for portfolios.
- Consults with the Professional Practices team and portfolio subject matter experts regarding adult learning strategies and design to support their technical program design and development.
- Leads the planning, development and implementation of a variety of human resource strategies and initiatives such as strategic workforce planning, workforce engagement and learning, and leadership development. Monitors and reports on progress and celebrates achievements.

- Ensures all curriculum is effectively published on the Learning Management System (LMS), and that the content is periodically curated.
- Works closely with developers to oversee aspects of the system updates, troubleshooting and user access to the LMS.
- Manages the integration of the internal LMS to ensure seamless access to training resources and modules.
- Work closely with IT specialists to gain insights into system functionalities and challenges and use information to enhance the tool.
- Working with the learning and development committee, identifies the leadership development needs of client portfolios and leads the development and implementation of leadership development programs, establishing measures of success and strategies to evaluate results.
- Acts as an organizational resource for supervisory and leadership development, team building, coaching, and other organization development initiatives tailored to client needs.
- Provides expert advice, high-level process reviews, organization reviews, analyses, and recommendations followed by implementation support, including visioning and strategic planning, strategic organization design, and other solutions.
- Oversees the development and continual improvement of a robust framework of HR data analytics, including dashboards and monthly/quarterly/annual reports.
- Analyzes and assesses productivity, work environment and wellness factors to develop long-term action plans to implement improved organizational performance strategies to support culture goals.
- Provides expert advice, guidance, support and coaching to OAG executives and staff relating to complex and diverse issues, including new and existing human resources policy, legislation and other strategic priorities.
- Anticipates, identifies, monitors, and researches highly confidential and sensitive issues and provides strategies, coaching or consultation to managers, directors and executive directors.
- Leads high-level and/or complex projects for an assigned group of strategic HR projects or programs. Project scope can be branch, portfolio or organization-wide.
- Develops communication strategies and oversees the development of action plans to ensure OAG staff are aware of human resource policies, programs and initiatives, and that they are able to access human resource/organization development services in a timely and effective manner.
- Develops evaluation tools and conducts ongoing evaluations of human resource initiatives to ensure results meet expectations and provide a good return on investment.
- Represents the OAG on broader government committees, audit association committees or independent office committees, and participates in cross-organizational projects.
- Ensures that contracted resources adhere to formally developed training standards and contract deliverables.
- Determines and manages human and financial resources, agreements and contracts required to deliver human resource programs.
- Provides direct supervision, coaching and mentoring of 1 FTE.

JOB REQUIREMENTS

Education & Experience

Last Updated: May 13, 2024

- Bachelor's degree in human resource management, business or public administration, organizational psychology, leadership, communications or related field.
- Minimum of five years of progressive experience in a human resources management role. Must include at least three years of experience:
 - providing strategic human resources advice and expertise to senior managers and executives in a client-centered model;
 - leading organization development and change initiatives;
 - developing and implementing adult learning strategies and curriculum; and
 - developing and implementing strategic human resources/organizational development projects/initiatives/programs.
- Minimum of three years of demonstrated experience in a senior advisory or management role providing program or project advice to executives and senior managers.
- Experience in project management.
- Minimum of three years of coaching, supervising and providing direction to HR employees.
- An equivalent combination of education and experience may be considered.

Preference may be given to candidates with:

- Myers-Briggs Type Indicator (MBTI), Lumina, or Insights Certification and experience delivering interpretation sessions and learning programs in support of the instrument;
- Leadership Circle 360 Certification and experience delivering interpretation sessions and learning programs in support of the instrument;
- Chartered Professional in Human Resources (CPHR) designation;
- experience leading the development and maintenance of an HR data analytics framework;
- experience developing workforce plans in the public sector; or
- experience in strategic human resources at a management level in the public sector.

Knowledge, Skills and Abilities

- Demonstrated knowledge and skills in a wide range of strategic human resource practices such as organization development, change management, succession management, organizational design, strategic workforce planning, employee relations, coaching and learning and leadership development – all with application in a public sector context.
- Demonstrated technical knowledge and skill developing/managing learning management systems.
- Proficient at utilizing human resources software (e.g., talent management software, familiarity with payroll software such as Peoplesoft, and other human resources data analysis tools).
- Advanced Excel skills including the ability to produce various tables, graphs and use formulas to analyze data
- Ability to analyse issues and opportunities through a systems perspective.
- Ability to design and facilitate planning, dialogue, decision making, and team-building sessions.
- Demonstrated ability to set priorities and manage multiple projects to tight deadlines and produce quality products in a timely manner.
- Ability to build and maintain effective working relationships with individuals at all levels of the organization.

- Strong working knowledge of operational human resources.
- Ability to analyze complex trends and HR data, identify issues and propose effective responses/strategies.
- Knowledge of current and emerging best SHR/organization development practices, policies and trends.
- Ability to work with minimal supervision and to exercise considerable judgment in the performance of duties and in the establishment of priorities, and also contribute in an environment of teamwork to collaboratively meet team objectives.
- Ability to discretely and professionally deal with sensitive issues while maintaining strict confidentiality.
- Ability to be flexible, work in a time-sensitive, highly responsive environment with shifting deadlines and priorities.
- Excellent written and oral communication, presentation/facilitation and inter-personal skills.
- Excellent analytical, problem solving, judgment, leadership, coaching, persuasion and consensus-building abilities.
- Ability to research, prepare and present a variety of reports and presentations.

PROVISO

- Must be eligible to work in Canada (Permanent Resident or Canadian Citizenship).
- Successful completion of security screening requirements of the B.C. public service, which may include a criminal record check, and/or *Criminal Records Review Act* check, and/or enhanced screening checks as required.
- Be flexible regarding ongoing changes in responsibilities, assignments, and corporate structures.
- We support a flexible work environment where you can choose what works best for you: working from home or in the office. However, working in the office may be required based on operational needs.

BEHAVIOURAL COMPETENCIES

Achieving Business Results

Planning, Organizing and Coordinating	involves proactively planning, establishing priorities and allocating resources. It is expressed by developing and implementing increasingly complex plans. It also involves monitoring and adjusting work to accomplish goals and deliver to the organization's mandate.
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.

Interpersonal Relationships

Customer or Client Development	involves the genuine intent to foster the learning or development of a diverse clientele. "Customers/clients" include the public, internal clients, colleagues, partners, co-workers, peers, branches, agencies and other government organizations.
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Leading People

Change Management	is the ability to support a change initiative that has been mandated within the organization. It involves helping the organization's members understand what the change means to them, and providing the ongoing guidance and support that will maintain enthusiasm and commitment to the change process. People with this competency willingly embrace and champion change. They take advantage of every opportunity to explain their vision of the future to others and gain their buy-in.
Empowerment	is the ability to share responsibility with individuals and groups so that they have a deep sense of commitment and ownership. People who practice empowerment participate and contribute at high levels, are creative and innovative, take sound risks, are willing to be held accountable and demonstrate leadership. They also foster teamwork among employees, across government and with colleagues, and, as appropriate, facilitate the effective use of teams.

Personal Effectiveness

Commitment to Continuous Learning	involves a commitment to think about the ongoing and evolving needs of the organization and to learn how new and different solutions can be utilized to ensure success and move the organization forward.
Expertise	includes the motivation to expand and use technical knowledge or to distribute work-related knowledge to others.
Improving Operations	is the ability and motivation to apply one's knowledge and past experience for improving upon current modes of operation within the organization. This behaviour ranges from adapting widely used approaches to developing entirely new value-added solutions.

Indigenous Relations Competency

Sustained Learning and Development	Continually increasing your ability to build and maintain respectful and effective relationships with Indigenous Peoples. Central to this competency is appreciating that there are many other cultural understandings of knowledge and ways of working that have legitimacy and deserve respect – and therefore require our continual learning and development, including direct exposure to cultural and community ways. It includes an eagerness to continually reflect upon and assess your own level of cultural agility and competence, self-awareness and expertise. It means being willing to learn in new and different ways and appreciating how diverse ways of thinking and acting can ensure the success of the Office of the Auditor General in supporting Indigenous self-determination.
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