



Manager, Learning and Organization Development

Classification: Band 3

Salary: \$86,200.00 - \$122,100.01

Job Type: Regular Full-Time

Location: Hybrid, Victoria, B.C.

An eligibility list may be established for future vacancies.

Do you want to be part of a challenging and rewarding work community?

The Office of the Auditor General of B.C. (OAG) is an independent office of the legislature that contributes to excellence in effective and accountable government. We offer opportunities for career growth, an excellent compensation package, and flexible working arrangements.

Our office promotes trust, cooperation, and teamwork in a diverse, inclusive, and respectful environment. We are committed to creating and reinforcing diversity, equity, inclusion, and psychological safety – creating a safe environment where everyone feels they belong and are encouraged to bring their whole selves to work. We support each other, celebrate our successes, and encourage a healthy work-life balance for everyone. Our staff events are socially, physically, and emotionally nourishing – with lots of great food – and fun!

Interested in growing your career? We offer support for your professional development and education and reimbursement of your professional dues. Other benefits include:

- Extended health benefits;
- Policies and benefits to support your personal and family needs;
- Public service pension;
- Life insurance; and
- Confidential employee and family assistance program.

Our downtown Victoria location supports collaboration and includes a gym, indoor bike storage, and decks with views of the beautiful Inner Harbour.

About the Role

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 client 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 curricula 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.
- Manage the integration of the internal LMS to ensure seamless access to training resources and modules.
- Work closely with IT specialists to gain insights into LMS 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 can 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.

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.

Job Requirements

- Bachelor's degree in human resource management, business or public administration, organizational psychology, leadership, communications or related field.
- Minimum of five years 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 coaching, supervising and providing direction to HR employees.
- An equivalent combination of education and experience may be considered.

Preferences

- 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.
- Experience in strategic human resources at a management level in the public sector.

Conditions

- 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 hybrid work environment. However, you must be able to work in the office when required by your supervisor.

Please see the attached job profile for a full description of the accountabilities and required qualifications.

To be considered for this role candidates must submit a resume with the months and years at each position to hr@bcauditor.com. **Your resume must include whether or not you are eligible to work in Canada, and whether or not this is temporary.** Failure to provide all the requested documents will result in your application being unsuccessful.

Applications will be accepted from **Tuesday, May 14, 2023 until Tuesday, May 28, 2024.**

We encourage candidates of all backgrounds and all abilities to apply. We invite candidates to ask for help if they need accommodations for the job application process.

For more information, please contact hr@bcauditor.com.