



JOB DESCRIPTION

JOB DETAILS

Job Title: Manager, Board Operations

Job ID: AO2114

Classification: Administrative Officer R21

Classification Date:
(MM/DD/YYYY)

Branch: Office of the Municipal Pension Board of Trustees

Unit:

Reports to: Director, Board Operations

Security Screening: Yes

Union/Excluded: BCGEU

BRANCH DESCRIPTION

The Office of the Municipal Pension Board Trustees (Board Office) provides professional and operational services to the Municipal Pension Board of Trustees (Board), supporting trustees in meeting their governance and fiduciary obligations; carries out the day-to-day board operations; and serves as the key liaison between the board and plan partners, appointing authorities, agents, service providers, plan members and employers, and other stakeholders.

JOB SUMMARY

Reporting to the Director, Board Operations, the Manager, Board Operations will manage delivery of services to the Board and Board Office pertaining to human resources and administration, learning and development, financial and infrastructure management. The Manager, Board Operations is a leadership role, and supervises two staff (Board Services Coordinators). The Manager, Board Operations facilitates the planning, development and implementation of Board and Board Office initiatives and has the ability to adapt, prioritize, make decisions and work independently. The Manager, Board Operations works in a confidential environment and is required to deal with issues that are complex, sensitive and at times urgent.

OUR CONTEXT

The Board Office includes three board employees and nine corporate staff. All Board Office personnel act in a confidential capacity to the board. Pursuant to Board and Pension Corporation delegations, the team in the Board office (regardless of employment terms) reports to the Plan's Executive Director. The plan's Executive Director (ED) is responsible for providing strategic support and advice to the Board, and for the successful leadership and management of the Board Office.

Day-to-day administration of the plan and investment of the fund is carried out by the Board's two agents, the BC Pension Corporation (BCPC) and the BC Investment Management Corporation (BCI), respectively. The Board is a representative jointly trustee lay board. BCPC is a professional pension administrator, serving some of the largest pension plans in Canada. BCI is a global investment manager for BC's public sector and one of the largest asset managers in Canada.

The Municipal Pension Plan (Plan) is the largest pension plan in BC and the sixth largest plan in Canada with \$74 billion in assets. It has approximately 400,000 members and more than 900 participating employers in the health, local government, community, education, and other sectors. The Municipal Pension Board of Trustees (Board) is the Plan Administrator.

JOB RESPONSIBILITIES

The Manager, Board Operations has the following duties and responsibilities:

1. Learning and Development:

Responsible for the management of Board and Board Office learning and development programs that support trustees and board office staff in developing their knowledge, skills and experiences, in accordance with respective policies. The role supports board/committees in the development and monitoring of board and committee education programs, coordination of planning and resourcing for on-site education, monitoring participation, budgeting and reporting.

- Conduct research and analysis (ie. learning requirements, training needs, gap analysis, cost benefit analysis, etc.) to develop/recommend new, or modify existing, training and education policy and programs, including identifying any operational, training and budgetary implications.
- Develop and implement appropriate training evaluation methods, as required, and compile and analyze evaluation results, including making recommendations for program changes based on evaluations.
- Ensure effective coordination of group learning and development programs and workshops including compiling needs assessments, sourcing learning sessions and tracking participation.
- Provide guidance to trustees and staff in support of their learning and development needs, in adherence with policies.
- Establish and maintain the training resources, which support the Board and Board Office learning and development programs and strategies.
- Develop and monitor board and board office budgets related to training for the fiscal year, ensure sufficient funding is available and that expenses are in line with targeted funding allocations.

- Prepare and manage training delivery contracts and contract modifications as required, including ensuring that the contracted training provided adheres to contract deliverables.
- Facilitates the delivery of the Trustee Orientation including planning, processes and distribution of meeting agenda and material.
- Draft briefing notes for board and committee meetings as required; track education and report on attendance and cost.
- Attend the board's Interplan Trustee Education Committee and support the board's standing committees on matters pertaining to education.

2. Finance and Administration:

To oversee the delivery of financial and administrative services for the Board and Board Office.

- Manages financial activities for the board and board office, ensuring compliance with financial administration and purchasing policies and procedures; including, develop, maintain and monitor board and board office budgets and cost allocations, verify expenditures, exercise spending authority, resolve issues pertaining to monitoring and managing costs and spending against budgets, review accuracy of Board and Board Office cost reports for board presentation, and prepare other financial reports and briefings to board of trustees, as required.
- Manages the board and board office inventory of contracts, including monitoring progress and billing of services in accordance with contract terms and conditions.
- Prepares trustee remuneration, in accordance with policy and service standards.
- Develops, implements and ensures compliance with administrative office procedures, standards and systems for the Board Office.
- Liaises with appropriate contractors, branches and resources to ensure the provision of effective facilities management services, furniture and technology requirements, upgrades and maintenance, system access, safety and security.
- Functions as the centralized resource for human resource issues, including on-boarding and off-boarding for trustees and staff, payroll and leave management, verifying leave time, etc.
- Manages trustee appointments in accordance with the Joint Trust Agreement.
- Oversees the management of all records and documentation for the branch, ensuring security and confidentiality of records.
- Manages and supervises administrative staff; including providing functional direction, performance management and approving leave requests.

EDUCATION

Degree/Diploma Obtained

Program of Study

- A diploma or certificate in a related discipline (law, commerce, business administration, public administration, arts) or an equivalent combination of education, training and experience.

EXPERIENCE

Years of Experience

Type of Experience

- Two years' experience in each of the following:
- Providing corporate services-related support (human resource and administration, education, finance, facilities management) within an organization.
- Leading/managing a team.
- Proficient with the Microsoft Office suite of products.
- Creating, proofing, editing documents for senior management.
- Creating, presenting and coordinating group learning activities is an asset.

KNOWLEDGE, SKILLS & ABILITIES

- Proven ability to take initiative, motivate and influence others and work in a changing environment
- Demonstrated ability to build and maintain effective working relationships
- Strong communication skills with excellent, proven interpersonal, presentation and writing skills.
- Demonstrated ability to work calmly under pressure while exercising tact, diplomacy and good judgement.
- Excellent organizational and project management skills and attention to detail
- Excellent communication (verbal, written and presentation) and interpersonal skills
- Exercises good judgement and discretion, demonstrating flexibility and composure in a fast-paced environment
- Ability to work independently and as part of a team
- Ability to manage multiple reporting relationships
- Ability to establish and maintain effective working relationships with a variety of individuals and groups

CORE COMPETENCIES

Navigating Change L2

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

- Invites input and feedback on proposed changes.
- Supports others in generating new and innovative approaches.
- Builds support for new approaches and initiatives.
- Shares information on change in a timely manner.
- Identifies innovative approaches to deal with situations for which no known precedent exists.
- Eliminates unnecessary work activities.

Embracing Learning L2

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

- Gathers feedback from various sources to identify own strengths and weaknesses.
 - Pursues challenging experiences beyond current position to add value in own area.
 - Helps others identify learning needs to meet current job requirements.
 - Provides honest, timely, clear and specific feedback to others.
 - Ensures people are provided appropriate training within available budget and resources.
 - Encourages people to reach their full potential.
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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 L2

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

- Sets challenging but realistic goals for own area of responsibility.
 - Helps people improve performance to maximize results.
 - Holds people accountable for meeting established expectations.
 - Evaluates progress against established goals and objectives.
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Inspiring Trust L2

Inspiring confidence by demonstrating integrity and building credibility.

- Creates opportunities to build internal and external relationships.
 - Demonstrates confidence in own abilities, views or decisions when challenged.
 - Provides skill, knowledge and talents to resolve complex issues.
 - Fosters trust by communicating consistent, reliable and accurate information.
 - Builds on others' ideas to develop support.
 - Helps others build confidence in themselves.
 - Recognizes the contributions and successes of others.
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Decision Making L2

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

- Involves the right people in the decision making process.
 - Makes decisions by weighing several factors, some of which are partially defined with missing pieces of information.
 - Uses sound business sense to make decisions.
 - Considers risks when identifying or recommending options.
 - Provides context and rationale for decisions.
 - Provides information to others to support decision making on complex issues.
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Organizational Focus L2

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

- Optimizes processes or practices to support the achievement of organizational goals.
- Helps team members understand the broader vision and how their work is aligned.
- Identifies broader implications of proposed positions, options and approaches.
- Makes connections between situations and patterns to improve decision making.
- Recommends approaches to address issues with a longer term perspective.