

Director of Compliance & Operations - Building Officials' Association of British Columbia

Director of Compliance & Operations

Reporting to the Executive Director, the Director of Compliance Operations (Director) is responsible for delivering compliance programs, managing strategic projects, developing policy, and building positive relationships with members and stakeholders.

<https://boabc.org/about/>

The BOABC is established under the *Building Officials' Association Act* and has approximately 1100 members who are located across all regions of B.C. Most members are employed as building and plumbing officials by local governments to conduct plan reviews, site inspections, evaluate alternative solutions and carry out other activities to support a safe and sustainable built environment. The organization delivers training, exams, and professional development for code officials and others involved in the building regulatory system. In 2021, the BOABC also assumed responsibility for administering provisions of the *Building Act* related to the mandatory qualifications for building and plumbing officials.

The Director:

Contributes leadership, expertise and capacity to plan, deliver and improve Association operations;

Leads and supports the legislated complaints and disciplinary processes administered by the Association;

Fulfills the duties of the Registrar in the absence of the Executive Director;

Manages and collaborates with staff to deliver key projects, implement program changes, develop policy, and introduce or improve business processes;

Addresses inquiries and presents information about legislation, code official credentials, policy, and programs;

Contributes to priority-setting, business planning, and budgeting, and program evaluation for the Association.

1. Regulatory Compliance

Coordinate and contribute to work of the investigation and discipline committees to address complaints about member competence and conduct under the Building Officials' Association Act;

Assist the Registrar with addressing complaints about code officials or local authorities contravening scope of practice requirements of the Building Act;

Draft committee decisions, correspondence, and briefings, and notices or information bulletins;

Address inquiries from code officials, members, stakeholders, and the public;

Use data to identify trends and cases of non-compliance that may require corrective or mitigating action(s);

Collaborate with committees and staff to establish, document, improve policies and processes;

Collaborate with Association legal counsel to support compliance, investigation and disciplinary processes; and

Manage member and qualified code official records in accordance with legislation.

2. Project Management

Develop and manage project plans, timelines and budgets;

Manage project risks, issues and scope;

Lead and support change management activities;

Produce high quality deliverables that generate value; and

Assess immediate and long-term project outcomes.

3. Governance & Policy Development

Contribute to development of agenda packages for the Executive Committee and its standing committees;

Assist standing committees with addressing responsibilities and workplans;

Conduct research, including benchmarking, to inform the development of policy and governance practices;

Draft new or amended policies or procedures related to Association operations; and

Contribute to updating bylaws and other core governance documents.

4. Member & Stakeholder Relations

Represent the Association and public interest;

Develop and maintain positive and effective relationships;

Collaborate with government departments and agencies;

Address member and stakeholder inquiries and concerns;

Collaborate with staff to develop and deliver consultations; and

Represent the Association by actively participating in committees, working groups, stakeholder events.

5. Strategic Leadership

Contribute to a high performing organization culture

Provide leadership for staff and volunteers

Interpret and apply legislation, bylaw, and policy;

Manage contracts with Association vendors

Develop and implement change management strategies and practices;

Contribute to organizational planning and budgeting;

Drive continuous improvement;

Collaborate with the Executive Director to identify and manage corporate risk;

Research and prepare reports for presentation to the Executive Committee;

Contribute to establishing operational performance measures; and

Provide informed and timely advice to Executive Director and Executive Committee.

CONTACTS: The main contacts of this position and the purpose of those contacts.

Executive Director – receive direction and feedback; provide information, advice and recommendations; collaborate to deliver and improve programs or mitigate risk.

Staff – collaborate to deliver and improve Association programs; provide leadership, coaching and feedback; collaborate to deliver and improve programs or mitigate risk.

Executive Committee – provide information and advice; receive direction and feedback.

Executive Standing Committees – provide information and advice; receive direction and feedback.

Legal Counsel – receive advice on complaints, discipline hearings and other compliance activities; collaborate to develop policy and resolve issues.

Province of BC – provide updates and feedback; receive feedback; coordinate and collaborate on projects.

Members – address inquiries; provide direction; communicate about investigations, discipline hearings and other compliance activities or actions.

Local Authorities – address inquiries; provide advice and guidance; communicate about investigations and other compliance activities or actions.

Stakeholders – deliver presentations; address inquiries and concerns; provide information and updates; participate in meetings and working groups; collaborate to resolve issues.

Vendors and Contractors – provide direction and feedback; collaborate to resolve issues.

Education

Post secondary degree in law, business administration, social sciences or related discipline is required. Master's degree is an asset.

Qualification as a building official or holding another credential related to building construction is an asset.

Credentials or education related to project management, change management, administrative justice, or corporate governance are assets.

Experience

Minimum five years of management experience working in a regulatory or public sector organization that is responsible for licensing and educating members of a regulated profession or occupation. This work should include:

Leading program development and delivery;

Developing policy and contributing to organizational planning and budgeting;

Interpreting and applying legislation and policy related to regulated professions or occupations;

Leading compliance activities, such as investigations or discipline hearings, related to regulated professions or occupations;

Experience working with or supporting a board of directors is an asset.

Knowledge

Thorough understanding of provincial building regulatory system, including:

Building Officials' Association Act;

Building Act and Building Act General Regulation;

Freedom of Information and Protection of Privacy Act;

Association mandate, plans, bylaws, policies procedures, and operations;

Needs and interests of Association members, partners and stakeholders;

Provincial and local government priorities and structures; and

Relevant external trends, developments and issues.

Broad knowledge of:

Project management best practices;

Budgeting and financial planning requirements and practices;

Communications and change management strategies and practices;

Technology development, testing and implementation practices; and

Business process, analysis, measurement and improvement strategies and practices.

Exceptional working knowledge of all Microsoft Office products (e.g. Outlook, Word, Excel, PowerPoint, Teams).

Skills and Abilities

Possess excellent verbal and written communication skills.

Highly organized with strong project management and time management skills.

Strong analytical skills with the ability to make sound decisions based on excellent judgement

Exceptional attention to detail and quality of written documents and other work.

Political acumen and ability to represent the Association in meetings with members and stakeholders.

Commitment to client service and ability to communicate in a professional, courteous, and tactful manner.

Highly motivated and able to work independently or collaborate with others in a remote office-setting;

Demonstrated ability to:

Manage competing demands and deal with change, delays and/or unexpected events;

Take initiative while working with minimal supervision;

Deal with confidential issues in a sensitive, efficient and professional manner;

Resolve conflicts while promoting professional and respectful relationships;

Promote the integrity, reputation and effectiveness of the Association and building regulatory system in B.C.;

Promote and advocate an organizational culture consistent with Association values; and

Translate and summarize complex technical requirements into plain language.

Compensation: \$100,000.00 - \$120,000.00 subject to overall experience and education relevant to the scope of the role.

There is a Work From Home (WFH) opportunity.

Elevate Search Group welcomes and encourages all interested and qualified applicants to apply for this position. We are committed to the communities we serve and the principles of diversity and inclusion with hiring practices, and in accordance with applicable Human Rights legislation.

To apply for this opportunity, please email your resume, cover letter, and total remuneration expectations to:

Allan Welyk President & Director

ELEVATE Search Group

Email: allan@elevatesearchgroup.com

Web: www.elevatesearchgroup.com

Elevate Search Group collaborates and partners with companies to identify, recruit, and retain top-tiered professionals within all levels of leadership and non-leadership careers within business development, sales, marketing, operations, human resource, and supply chain management. Our client profiles range from local, regional, national, and global organizations.

Our client portfolio ranges from Public Sector, NPO, and the Private Sector. 80% of our projects are leadership based, and the remaining 20% are non-leadership opportunities.

