



Executive Director, Communications and Operations (Competition #111245)

Frequently Asked Questions (FAQ) | April 2024

1. **What is BCOHRC and what does it do?**

Our organization exists to address the root causes of inequality, discrimination and injustice in B.C. by shifting laws, policies, practices and cultures. We do this work through education, research, advocacy, inquiry and monitoring. Please visit our website to learn more about our vision, mandate and role as well as some of our work:

<https://bchumanrights.ca/>

2. **Is this position open to someone who is willing to move to B.C., but is currently employed in Ontario?**

Relocation assistance may be available to a final candidate at the offer of employment stage of this recruitment process. BCOHRC welcomes applications from out of province candidates who are interested in this role and meet its qualifications.

3. **What are BCOHRC's 5 to 10-year strategic goals?**

Please see BCOHRC's 2019 – 2024 strategic plan [here](#). We have initiated our planning process for our next five-year strategic plan.

4. **How does this position contribute to the Office's long-term goals?**

Please see the response below to Question 5.

5. What is the purpose of this position?

The Executive Director, Communications and Operations is responsible for the planning, development and implementation of the Office's strategic external and internal communications efforts, issues management and leads the Office's operations including corporate support functions such as administrative services, records management, facilities, internal project management and policy development.

A member of the senior leadership team, the Executive Director provides expert advice to the Commissioner on communications and operations matters and contributes to the office's strategic priorities to promote efficient and effective fulfilment of the Commissioner's mandate.

6. How will performance be measured?

Performance will be measured against the delivery of both the accountabilities and the competencies listed in the job posting including: championing OHRC guiding principles in every day work, providing strategic leadership, providing exceptional people leadership, conducting strategic planning, managing projects and campaigns, providing communications and media expertise, developing others, managing operations and business processes, managing budgets, and managing the performance of team members and contractors.

7. What is the balance of Communications & Operations work? Is it 50/50?

The balance of work for this position is roughly 60/40, with 60% focus on Communications and 40% focus on Operations. There is an expectation for subject matter expertise in communications due to the Executive Director's leadership role in issues management and crisis communication. In both departments, the Executive Director can rely on managers for additional subject matter expertise.

8. Why is this position temporary?

This is a temporary employment opportunity for the purpose of backfilling an existing Executive Director, Communications and Operations

employee's upcoming leave of absence. This leave is scheduled for one year.

9. What should I include in my cover letter?

Please include the following information in your cover letter:

- a. The date.
- b. Your name and address.
- c. BCOHRC's address.
- d. Why you are interested in the position and in BCOHRC.
- e. How you meet the qualifications for this position including the required education and the preferential qualifications stated in the job posting.
- f. Why you feel that your professional and lived experience would add value to this position and to BCOHRC.

10. Should the equity statement be part of the cover letter or a separate document?

A separate equity statement document is not required, you can include such a statement in your cover letter.

Recognizing the impacts of discrimination, you may provide a brief statement only, to the degree you feel comfortable sharing. One of our guiding principles is to operate in a trauma-informed manner and thus, it is your choice whether to volunteer information. We will hold your application in strictest confidence, sharing it only with the hiring panel. If we wish to use any information from your application for any other purpose, we will seek your consent before doing so. Where preference statements are noted in a job profile, they may be considered in the hiring process.

11. What are the key challenges and opportunities facing BCOHRC and this position?

There are a number of exciting opportunities coming up for both departments. As we mark the end of the first five-year term for the

Commissioner and our Office, we look forward to the learnings presented through our organizational evaluation and the opportunities offered through the creation of a new strategic plan. In addition, both teams look forward to implementing the commitments made in our first event [Accessibility Report](#) and deepening our engagement with guiding principles around multilingual access and accessibility.

12. What telework / flexible work options are available?

BCOHRC is pleased to provide flexible work options to its employees. While this position may be performed virtually on a full-time basis at this time, the intention is that it will ultimately be based out of Vancouver or Victoria. Successful candidates living out-of-province will be required to move to B.C. either before or shortly after starting the position.

13. What is the structure of the Communications and Operations Team?

The Operations team currently has five staff members in addition to the Executive Director. These are:

- a. Manger of Operations
- b. Administrative Services Lead
- c. Executive Services Coordinator
- d. Operations and Special Projects Coordinator
- e. Public Engagement Coordinator

The Communications team currently has four staff members in addition to the Executive Director. These are:

- f. Manager of Communications
- g. Digital Specialist
- h. Communications Advisor
- i. Communications Advisor (this is an auxiliary position currently renewed through end of June 2024)

14. What are the main priorities for the Communications and Operations Team for the coming year?

Both teams have a number of key priorities for the upcoming year. The communications team looks forward to launching an intranet as part of their internal communications function, implementing new translation and accessibility best practices, and providing cross functional project support

to all the Office's projects through publication production, media relations and extensive digital communications like web, video, social, email and data.

The Operations team looks forward to advancing a number of key systems and process improvements including the launch of a new platform for tracking and responding to requests from the public, investigating space options for team members located outside of our Vancouver base, implementing new records management practices that increase the possibilities of collaboration and improving on our project management framework.

15. How many direct reports does this position supervise?

This position directly supervises two Managers (Manager, Communications and Manager, Operations). This position is responsible for leading the Communications and Operations team with indirect supervision to 10 employees.

16. What is the relationship between BCOHRC Communications and Government Communications and Public Engagement (GCPE)?

As an independent office of the legislature, there is no formal relationship between BCOHRC communications and GCPE. All staff of BCOHRC report only to this Office and the Commissioner as a core tenet of our independence.

17. Is this position public-facing?

Generally speaking, no. On occasion, Executive Directors and General Counsel may be called upon to participate in public facing events or media, but this is extremely rare as the Commissioner is the main spokesperson for the Office.

18. What gaps, if any, can the successful candidate help close?

At this point in time, there are no known gaps for this role or a candidate to close. Please see response to Question 5 for the purpose of this position

in the organization.

19. What are the top five skills required for this position?

Please refer to the job posting for a complete overview of the knowledge, skills, abilities and competencies required for this position.

20. What travel is required for this position?

Currently, travel in this position is rare as delivery of presentations is not a major part of the role and many of these presentations are done virtually. In future, more in-person presentations may be required; however, we anticipate travel would still be infrequent for this position (e.g., once a quarter) and may depend on employee location (as an example, employees may be asked to travel for staff events or planning days hosted in Vancouver).

21. What are some of the benefits offered to employees?

Benefits provided depend on employment status. As this is a temporary position, the successful candidate will have access to the following:

- [Employee & Family Assistance Services \(EFAS\)](#)
- [Public Service Pension Plan](#)
Automat enrollment in the Public Service Pension Plan as soon as you are: a casual or auxiliary employee who earns a salary that exceeds 50 percent of the **year's maximum pensionable earnings** in a calendar year
- A financial stipend in lieu of extended health, dental and vacation benefits as an auxiliary (temporary) employee

More information is available in the [Terms and Conditions for Excluded Employees and Appointees](#). If you are a successful candidate, we will confirm which benefits apply to the specific job opportunity before extending a job offer.

22. **What are the hours of work?**

Full-time, regular hours of work are 35 hours weekly, Monday to Friday. More information on hours of work can be found in the [Terms and Conditions for Excluded Employees and Appointees \(section 12\)](#).

For management-classified positions, such as the one currently advertised, employees may need to work extended hours necessary to fulfill their job responsibilities; however, greater flexibility will be afforded with respect to time off during work hours as appropriate.

While this is a very exciting (and often busy) time, we recognize and are committed to supporting balance for our employees' work, family and community responsibilities.

23. **As diverse and equity seeking groups may have had negative experiences relating to human rights, what resources are available to BCOHRC staff to take care of people's mental health?**

BCOHRC's benefits plan through Canada Life includes coverage for psychologists and registered clinical counsellors. Many resources also exist in the Public Service, which all BCOHRC staff have access to and are available through a comprehensive Employee and Family Assistance Services Program. In addition to those supports offered under our benefits plan and through the Public Service, BCOHRC also offers specialized additional counselling coverage under our Specialized Counselling Policy. and We are currently exploring other avenues for additional other support tailored to the needs of our staff group. We are committed to building a safe and trauma-informed workplace. For example, we plan to provide internal education on trauma-informed approaches and bystander training.

24. What does the competition process look like? How long does it take?

Initial screening will be based on the education and experience qualifications specified in the job profile. Shortlisted candidates will be invited to the next stage of the process, which may include a written assignment, oral interview with a hiring panel, or other assessments. Candidates who are not shortlisted will be notified. Reference checks and a conflict of interest discussion will be completed prior to an offer being made.

Prior to confirming the offer, a criminal record check must be completed. Existence of a criminal record may not result in immediate disqualification.

From start to finish, our processes normally take an average of 12 weeks to complete; however, we have seen significant interest in our job opportunities and the length of each competition can vary.

25. What does it mean if a position is exempt from union membership?

As BCOHRC is an Independent Office of the Legislature, all employees of BCOHRC are excluded from union membership. For more information the terms and conditions of employment, please refer to the [Terms and Conditions for Excluded Employees and Appointees](#).

26. The job posting says an eligibility list may be established. Can you say a bit more about this?

At the end of a competition, we may establish an eligibility list. This list is a ranked order of candidates who have successfully completed the stages of a hiring process and it is used to fill applicable vacancies that would otherwise require conducting another competition. You will be notified if you are placed on an eligibility list.

As an example, if an eligibility list is established for this position and a vacancy for the same or substantially similar position becomes available while the eligibility list is valid, we will contact candidates on this list in ranked order to ask if they would be interested in the opportunity.

27. Can I apply if I am a permanent resident or have a valid work permit?

Yes. Applicants must be eligible to work in Canada (i.e., Canadian citizen, permanent resident of Canada or authorized in writing to work in Canada such as via a work permit).

Employment is contingent upon continued eligibility to work in Canada.

28. Do you consider international experience and education?

Yes!

29. Is building a website and making a video an acceptable replacement for the traditional resume and cover letter?

We appreciate the creativity; however, please apply by following the instructions in the job posting. If different formats will be accepted (e.g., video, portfolio, websites) we will share this in the application instructions in the job posting.

If you experience barriers to applying, please advise us through the contact email listed in the posting. We will consider accommodating these requests on a case-by-case basis.

30. When do you require reference check information?

We will ask for references at the written assignment or interview stage. We will contact you before proceeding with reference checks.

31. What are some of the priority projects this position would work on?

Our team is leading or supporting many projects including in areas related to systemic discrimination, employment equity, anti-hate, equity in policing, and ableism/disability.