

TITLE: DIRECTOR, DIGITAL POLICY AND STAKEHOLDER RELATIONS

CLASSIFICATION: BAND 3

MINISTRY: ADVANCED EDUCATION AND SKILLS TRAINING

WORK UNIT: POST-SECONDARY DIGITAL POLICY AND PROGRAMS

SUPERVISOR TITLE: EXECUTIVE DIRECTOR

SUPERVISOR POSITION #: 116933

PROGRAM

The Post-Secondary Digital Policy and Programs Branch improves the delivery of programs and services to the post-secondary system, learners and their supports through a coordinated approach to online learning and service delivery. The branch builds capacity within the ministry to maximize opportunities to showcase the various education pathways available to learners through strategic digital service transformation, ultimately providing improved information and tools to better support the student's journey. The branch mandate is to provide strategic direction and oversight in the creation and modernization of digital tools, services and learning approaches, through strategic partnerships and alliances with senior leadership within the ministry, across government, and with the post-secondary system.

The branch is also accountable for the Ministry's oversight of four post-secondary system organizations: EducationPlannerBC, the BC Council on Admissions and Transfer, BCcampus, and the BC Electronic Library Network.

JOB OVERVIEW

In collaboration with other ministry business areas, other ministries, post-secondary institutions, partner organizations, and provincial and federal counterparts, the Director of Digital Policy and Stakeholder Relations coordinates and leads the research, analysis, development, implementation and communication of strategic and operational policies and legislation for ministry, branch, and/or partner organization programs. The position will lead project teams responsible for developing, implementing and coordinating major initiatives and policies, and is responsible for leading the research, analysis and development of strategic and operational policy advice and recommendations for senior Ministry executive.

The position contributes to the development, establishment, delivery, communication and oversight of a comprehensive policy framework to support the creation and modernization of digital tools, services and learning approaches. This position is responsible for stakeholder engagement and outreach, including leading the planning and delivery of public consultations and engagement activities.

As a member of the senior leadership team for the Post-Secondary Digital Policy and Programs Branch, the Director has a leadership role in the organization and contributes to the overall strategic direction of the branch.

ACCOUNTABILITIES

- Development and application of strategic and operational policy relating the development of AEST's digital tools and services, including supporting governance and decision-making processes regarding investment in digital platforms.
- Development and implementation of strategic policy and programs supporting the application of digital technologies in post-secondary education.

- Oversight, direction, and support to the BC Council on Admissions and Transfer, EducationPlannerBC, BCcampus, and the BC Electronic Library Network, including:
 - Distributing over \$10 million in Provincial funding, with responsibility for defining and monitoring deliverables and reporting requirements.
 - Issuing of annual Accountability Letters for the organizations, providing input on organizational strategic planning, reviewing organizational reports and other deliverables, monitoring financial or other risks and issues, representing the Ministry at events.
 - Leading the identification, analysis, and resolution of complex legal, financial, and organizational issues.
 - Providing advice to Ministry Executive as needed.
- Leads Secretariat services for committees and working groups, as needed.
- Leads, or contributes to, the development of legislative proposals and materials, cabinet submissions, briefing notes, policy guidelines, ministry service plans, treasury board submissions annual reports and media releases.
- Provides expert advice and analysis through interpretation of policies and initiatives as required to support ministry goals.
- Manages legal cases and other matters including providing direction to legal counsel.
- Leads and directs the negotiation and drafting of changes, and subsequent implementation, of service level agreements and contract amendments.
- Builds partnerships with key stakeholders and ensures the development of policies and procedures take into account the views and positions of a diverse range of interests.
- Exercises a high degree of judgement, tact and diplomacy in dealing with issues that may involve communication of information that could have a significant impact on the image and credibility of the provincial government.
- Works closely as a member of the branch leadership team to establish, support and implement consistent processes and services across the province.
- Leads corporate staff training initiatives and provides leadership to develop and maintain a respectful and positive work environment with engaged staff.
- Supervises staff including assignment of work, development and evaluation of performance plans, approval of leave, response to grievances and initiation of discipline processes.
- Participates in public education initiatives, including public speaking, and represents the Ministry with various stakeholder organizations.
- Acts for the Executive Director where required.

JOB REQUIREMENTS

EDUCATION AND EXPERIENCE

- Post-secondary degree (Master's degree may be preferred) in business administration, public administration, Education, or a related field and a minimum of 3 years of recent, related senior level experience. An equivalent combination of education and experience may be considered.
 - Three years of recent, related senior level experience to include:
 - Experience leading strategic policy initiatives: either through the development of legislation, regulations and/or broad-scale policies or programs.
 - Experience leading and coaching multi-disciplinary teams through the policy development process.
 - Experience providing advice and recommendations and developing written materials for senior staff/executive.
 - Experience establishing and maintaining relationships with external stakeholders including management of consultation processes.
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- Experience researching and analyzing complex, multi-faceted issues (e.g. business case development for large-scale initiatives, cost-benefit analysis, complex implementation planning, etc).

Preference may be given to applicants with the following experience:

- Contract or agreement negotiation and management in the public sector.
- Management of intellectual property, data governance, protection of privacy, or other aspects of digital policy.

KNOWLEDGE/ABILITIES/SKILLS

- Excellent interpersonal, verbal and written communication skills.
- Knowledge of the policy development process.
- Posses a high degree of Digital Literacy¹

SECURITY CLEARANCE

- Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRA) check, and/or enhanced security screening checks as required by the ministry.

BEHAVIOURAL COMPETENCIES

- **Strategic Orientation** is the ability to link long-range visions and concepts to daily work, ranging from a simple understanding to a sophisticated awareness of the impact of the world at large on strategies and on choices.
- **Results Orientation** is a concern for surpassing a standard of excellence. The standard may be one's own past performance (striving for improvement); an objective measure (achievement orientation); challenging goals that one has set; or even improving or surpassing what has already been done (continuous improvement). Thus, a unique accomplishment also indicates a Results Orientation.
- **Creating and Managing Change** involves knowledge and skills to manage in the organization through setting direction and urgency, building a coalition of support, communicating widely, handling resistance to change and facilitating implementation of successful change actions.
- **Promoting Empowerment** involves knowledge and skills in using processes such as delegation and information sharing to enhance subordinate ownership and empowerment over their task and performance.
- **Building Partnerships with Stakeholders** is the ability to build long-term or on-going relationships with stakeholders (e.g. someone who shares an interest in what you are doing). This type of relationship is often quite deliberate and is typically focused on the way the relationship is conducted. Implicit in this competency is demonstrating a respect for and stating positive expectations of the stakeholder.
- **Cultural Agility** is the ability to work respectfully, knowledgeably and effectively with Indigenous people. It is noticing and readily adapting to cultural uniqueness in order to create a sense of safety for all. It is openness to unfamiliar experiences, transforming feelings of nervousness or anxiety into curiosity and appreciation. It is examining one's own culture and worldview and the culture of the BC Public Service, and to notice their commonalities and distinctions with Indigenous cultures and worldviews. It is recognition of the ways that personal and professional values may conflict or align with those of Indigenous people. It is the capacity to relate to or allow for differing cultural perspectives and being willing to experience a personal shift in perspective.

¹ Digital literacy is a person's abilities, skills, and knowledge for using digital tools ethically, effectively, and within a variety of contexts in order to access, interpret, and evaluate information, as well as to create, construct new knowledge, and communicate with others.
