BC HOUSING

JOB DESCRIPTION
MANAGEMENT EXCLUSION

1. Position No.	2. Descriptive Working Title		3. Present Classification
80854	Manager, Analytics and Reporting		Excluded Mgmt
4. Branch	5. Department	6. Work Location	Date
Strategy and Innovation	Research	Hybrid – Site Central	Mar 2018 Revised Sep 2025
7. Position No. of Supervisor	8. Descriptive Work Title of Supervisor		9. Classification of Supervisor
81688	Director, Research Analytics and Reporting		Excluded Mgmt

POSITION SUMMARY

Reporting to the Director, Research Analytics and Reporting, the Manager, Analytics and Reporting is responsible for managing corporate operational and performance data and reporting functions, including developing, implementing, monitoring, and reporting on operational performance metrics across BC Housing, working closely with the Ministry of Housing and other stakeholders. He/She/They is responsible for providing research, analysis, data stewardship and reporting to support corporate performance measurement by ensuring data quality and accuracy, collaborating with the Strategy Management Office (SMO) to advance data-driven decision-making. The position also oversees data collection and identifies/interprets reporting requirements, liaising with government and housing sector representatives. The role works closely with the Manager, Data Governance to ensure data integrity and governance is maintained, and collaborates with Information Management Technology (IMT) to define and enhance system requirements for all corporate performance data collection and reporting, including corporate Key Performance Indicators (KPIs).

MAJOR RESPONSIBILITIES

1. Develops and implements operational performance metrics and KPIs across all programs and projects, including government-supported initiatives, federal collaborations, housing partnerships, and agreements with nonprofits. Provides advice to the Branches regarding the development and implementation of KPIs. Collaborates with the Strategy Management Office (SMO) to ensure strategic alignment of the metrics, data systems, and dashboards. Leads the creation of methodologies, documentation, proxy options, and testing protocols, ensuring alignment with reporting frameworks.

2. Oversees accurate and timely data collection, analysis and interpretation of results to support operational data and performance reporting. Develops and distributes standardized, ad hoc reports and scorecards for internal and external stakeholders, ensuring data accuracy, completeness, and timeliness.

3. Works with business areas to assess data requirements, test and audit metrics, and implement changes to methodologies. Identifies and recommends continuous improvement opportunities by analyzing data, developing new fields and collection options, assessing insights to refine performance analysis, benchmarking, and reporting practices.

4. Ensures best practices for data access, accuracy, completeness, consistency, interpretability, relevance, reliability, and timeliness in all metrics, regularly reviewing and updating data management standards. Collaborates with the Manager, Data Governance to ensure data integrity and governance is maintained.

5. Manages metadata and repositories to ensure version control, integrity, replicability, and auditability of results by documenting code/scripts, processing steps, and any methodological changes over time using issue trackers.

6. Provides consultation and promotes data literacy across the organization, working with staff, IMT, the data management unit, and the privacy office to articulate reporting requirements and support data strategy programs and initiatives such as data dictionaries and training programs.

7. Leads the development of systems and tools for business performance measurement. Works closely with IMT to define system requirements for performance data collection and reporting, and to continually improve reporting capabilities. Manages reporting needs by maintaining existing system reports and identifying new reports to be developed. Collaborates with IMT to develop standardized reports, acts as the link between the team requirements and IT, and works with the data scientists to facilitate automation opportunities and advanced analytics.

8. Manages the collection, analysis, and dissemination of a variety of monthly, quarterly and yearly statistics and reports to the business areas and various agencies/offices.

9. Responds to various requests from the Ministry of Housing and Municipal Affairs (HMA), and BC Housing's Intergovernmental Relations (IGR) team and the Executive Office for corporate operational and performance data related information of a politically sensitive strategic nature, frequently requiring response in an urgent and time sensitive manner.

10. Liaises with representatives of government and the housing sector to ensure a comprehensive understanding of external activities that affect the operations of the Commission and in order to collect data to support performance measurement activities

11. Supervises the work of staff in accomplishing the business activities of the program area. Creates a supportive and progressive environment, coaches, trains, and ensures staff are provided with information necessary to perform their assigned duties. Completes performance evaluations, addresses performance issues, and takes disciplinary action, which may include suspension and the recommendation for termination. Plays a key role in recruitment activities, including hiring, promotion, and demotion decisions, and recommends compensation activities of staff. Resolves grievances up to the second stage of the process. May contribute and participate on the negotiating committee as a management representative. Manages resources required to fulfil operational requirements, develops staffing plan, and recommends staffing levels to accomplish goals.

12. Performs other related duties that do not affect the nature of the job, including conducting special studies, making presentations and participating in task force, project teams and committee work.

ORGANIZATION

The Manager, Analytics and Reporting reports to the Director, Research Analytics and Reporting

The position supervises a team of staff, including bargaining unit employees.

QUALIFICATIONS

Education, Experience and Occupational Certification

Master's degree in one of the social sciences, data analytics or data science, public administration, planning, business, economics, finance or other relevant fields.

Considerable experience in data analysis, corporate performance measurement, and reporting for dynamic, multi-faceted public sector organizations.

Or an equivalent combination of education, training and experience acceptable to the Employer.

Knowledge, Skills and Abilities

Core Competencies

- Personal Effectiveness
- Communication
- Results Oriented
- Teamwork
- Service Oriented

Leadership Competencies

- Alignment & Results
- Relationship Building/Management
- Team Development

Considerable knowledge of relational databases and proficiency in extracting, summarizing, analysing, and visualizing data using advanced tools and technologies.

Extensive knowledge of the philosophy, processes and practices associated with corporate operational and performance data, performance measurement and reporting

Considerable knowledge and understanding of the related legislation, including the Homeowner Protection Act

Considerable knowledge of performance measurement-related and data collection, IT applications and enquiry, and reporting tools

Ability to learn and understand related strategic direction, policies and programs of BC Housing

Ability to develop effective performance management and measurement tools and processes to collect data and report on business, operational and sustainability performance

Ability to evaluate performance data and provide leadership to business areas on achieving performance objectives and targets

Ability to think conceptually, conduct research, analyze and solve complex issues, exercise sound judgment and make effective recommendations

Ability to establish a high level of rapport with Commission management and staff and external contacts including representatives in government and the housing sector

Ability to manage multiple issues and projects, coordinate work with others, keep senior management apprised of major issues and adapt to changing priorities

Ability to adapt to changing priorities, and high level of comfort with adjusting workplans accordingly.

Ability and skill in synthesizing complicated concepts and creating graphics and presentation materials for a variety of audiences.

Excellent oral and written communication, report writing, presentation, leadership, facilitation and interpersonal skills.