BC HOUSING

JOB DESCRIPTION

BCGEU SERIES

1. Position No.	2. Descriptive Working Title		3. Present Classification
80907, 81964, 81223, 82220, 82221, 82423	NON-PROFIT OPERATIONS ANALYST		AO III
4. Branch	5. Department	6. Work Location	Date
Operations	Lower Mainland Non Profit	Hybrid – Site Central	March 2016 Revised September 2020; Jan 2022; Jun 2022
7. Position No. of Supervisor	8. Descriptive Work Title of Supervisor		9. Classification of Supervisor
81680	Manager, Housing Partners Performance		Excluded Management
10. Job Summary:			

Reporting to the Manager, Housing Partners Performance, the Non-Profit Operations Analyst leads the Community of Practice (COP) Committee for the Operational Support function and monitors the province-wide administration of the financial review, budget/subsidy processes, and/or the operational review process. He/She/They oversee the training of Financial Review and Budget Analysts (FRBA) and other staff, supervise FRBAs in performing centralized responsibilities, and recommends policies, procedures and best practices to support the province-wide implementation of departmental objectives.

11. Duties:	**Focus of duties may vary depending on portfolio assigned.**

1. Leads the COP Committee for the financial review and budget analysis function, and/or the operational review function, with the purpose of creating better learning processes and knowledge sharing, strengthening relationships and improving service delivery to Housing and Service Partners:
   - Researches, drafts and recommends changes to policies, processes and procedures to align the work of the COP Committee with the Branch and Commissions' performance objectives.
   - Develops processes, procedures, guide sheets and forms for new programs, and updates as required to reflect changes to existing programs, for publication on the Policy and Forms Administration and NP Resources websites.
   - Provides information, advice and support to staff regarding the financial review, budget/subsidy and operational review processes. Monitors adherence to financial review and budget analysis policies, procedures and standards to ensure accountability requirements and performance outcomes are met.
   - Tests, troubleshoots, and assists in resolving complex system issues regarding the interpretation and implementation of the operating agreements.

2. Plans, coordinates, delivers and oversees province-wide training to develop skills and knowledge to understand and carry out financial review, budget and operational review functions:
   - With the Business Support Manager (BSM), develops, writes and updates a variety of training materials, including the Process Guides, forms, guide sheets, matrixes, PowerPoint presentations and on-line training videos.
   - Coordinates, schedules, and delivers training, workshops and refresher sessions province-wide in person and by tele/video conference to FRBAs, Portfolio Managers, Supportive Housing Advisors (SHA), Housing and Service Partners and other staff regarding financial review, budget, and operational review processes. Compiles training evaluations and adjusts training to address issues as required.
   - Provides extensive post-training support in person, by email and telephone to all training attendees as needed, including reviewing the FRBA's work and providing feedback for corrections.
   - Assists Regional Administrative Services Managers with development of training and tools.

3. Monitors the administration of the annual financial review, budget/subsidy, and operational review processes performed by FRBAs across the province:
   - Works closely with BSMs, IT and various internal working groups to provide detailed program information, review processes and provide recommendations regarding the creation and update of reports, procedures, processes, workflows and policy changes; oversees the communication and implementation of changes.
   - Provides advice to Portfolio Managers, SHAs, FRBAs, Housing and Service Partners, and their auditors regarding the resolution of financial review and subsidy and budget issues.
   - Monitors the processing of annual budgets, financial reviews and operational reviews. Investigates unusual situations and works closely with staff in resolving issues.
   - Ensures the interpretation and understanding of the terms of complex program requirements is accurate and consistent with the goals of the program and prepares explanatory information (e.g. Frequently Asked Questions) to be sent to staff.
   - Monitors the subsidy and contact information transfer of projects. Advises the system changes required and resolves unexpected issues. Liaises with other departmental staff to communicate the implementation of the transfer on current and future budgets, financial reviews and operational reviews.
   - Works closely with BSMs to develop/refine systems. Develops reporting tools for evaluating and monitoring business area effectiveness and to respond to requests for information from senior management and regional staff; participates in the data verification and clean-up process.
   - Supports the BSM and IMT in the development and testing of new and enhanced systems; coordinates implementation schedules, conducts testing/quality assurance activities, provides feedback for improvement and user support services to regional and Operational support staff and acts as a resource for various systems.

4. Researches, drafts and recommends policies, procedures, standards, best practices, systems and tools to support the province-wide implementation of departmental objectives.

5. Conducts preliminary analyses of business area effectiveness from a provincial perspective. Identifies service delivery issues and develops recommendations for improvements in financial reviews, budget analysis, and operational reviews for review by the Manager, Housing Partners Performance and Regional Directors. Communicates and implements approved changes and solutions.

6. Researches and prepares documents, including gathering data from BC Housing databases to assist the Finance/Accounting department with the annual audit.

7. Prepares and provides various monthly, quarterly and annual performance reports, summarizing province-wide and regional results to the Manager, Housing Partners Performance, Regional Directors and the Vice President of Operations. Assists management in investigating performance issues and recommends appropriate course of action or support to remedy issues.

8. Maintains effective working relationships with a variety of stakeholders including Program Managers, Operations staff, Accounting staff, Aboriginal Housing Management Association staff and Housing and Service Partners.

9. Supervises staff by: providing training and orientation, directing and motivating staff to reach their highest potential, initiating development opportunities, providing advice and guidance regarding staff issues, conducting risk assessments and incident investigations and taking corrective actions, conducting performance evaluations and disciplining staff when necessary. Develops and implements safe work procedures and ensures that all staff are properly trained on new business and system processes and comply with procedures and standards. Participates on selection panels and in the resolution of grievances.

10. Performs other related duties that do not affect the nature of the job, including participating on project task teams or assisting with special assignments.

BC HOUSING

STAFFING CRITERIA

1. Position No.	2. Descriptive Working Title	3. Present Classification
22101 80907	NON-PROFIT OPERATIONS ANALYST	AO III

4. Education, Training and Experience:

Diploma in Business Administration or other relevant discipline.

Considerable progressive experience in the review and design of work processes and methods and in a financial setting, with particular emphasis on dealing with operating agreements and financial statements.

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

5. 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 and understanding of the principles, practices and techniques of program and financial administration.
- Sound knowledge of accounting practices, financial statements and budget processes.
- Considerable knowledge and understanding of mortgage lending processes including principal and interest calculations, renewals and amortization.
- Working knowledge of social housing/social policies.
- Advanced proficiency in computer applications, including ERP systems, spreadsheet and word processing software.
- Strong analytical, research, investigative and problem-solving skills and ability to exercise good judgment in making decisions.
- Strong planning, organizational and time management skills.
- Effective written and verbal communication and interpersonal skills.
- Ability to learn and apply BC Housing funding programs.
- Ability to assess program requirements and develop appropriate procedures, business processes, systems, tools and other mechanisms to support effective program delivery.
- Ability to multitask and work under tight deadlines with changing priorities.
- Ability to establish and maintain effective relationships with internal and external stakeholders, adjust communication style as required to probe and assess issues, provide leadership and training to those involved with the financial review/subsidy and budget process, and provide information and advice to those with non-financial backgrounds.
- Ability to lead, motivate and supervise staff.

6. Occupational Certification: