

Manager of Operations

Position: Regular, Full-time

Location: Vancouver, B.C. (hybrid work- combination of in office and at home)

Start date: May 16, 2022

Application Deadline: Applications will be accepted on a rolling basis until the position is filled.

Compensation Range: \$90,000-\$110,000 with a generous vacation, benefits and pension package

NOTE: Ability to travel and work some weekends and evenings is required.

THE OPPORTUNITY

Are you eager to be part of a values-based organization that's helping to solve the nursing crisis? Are you a seasoned leader who's managed operations or events in high-stakes environments? And are you a gifted people-person who's excited to be part of a dynamic and growing organization, and who thrives in environments that require creativity and problem solving? If this sounds like you, keep reading!

WHO WE ARE

The Nursing Community Assessment Service (NCAS) is part of the BC College of Nurses and Midwives. BCCNM is empowered under the Health Professions Act to regulate the practice of all licensed practical nurses, nurse practitioners, registered midwives, registered nurses, and registered psychiatric nurses in British Columbia. Regulation helps to protect the public by ensuring that professional care or service received by the public is competent, ethical, and meets the standards that society views as acceptable. NCAS operates as a unique and independent unit within BCCNM.

BCCNM launched NCAS in January 2017 to assess the competencies of professionals seeking to enter nursing practice in BC and other parts of Canada. NCAS is a testing service that regulators rely upon to determine if an individual is safe to enter practice. Our high-stakes assessment is comprised of a computer-based test that is administered at testing sites all over the world, as well as a simulation-lab assessment that is delivered both online and in person at various sites in Canada.

WHAT WE BELIEVE

At BCCNM, we value and celebrate diversity. We are committed to fostering an open, welcoming, and inclusive work environment where we value and respect all perspectives. We aspire to employ staff who are representative of the diverse B.C. communities we serve. BCCNM is also committed to making our health system more culturally safe for Indigenous Peoples of First Nations, Inuit, or Métis ancestry. We welcome and encourage their applications.

Each of us strives to meet our commitment to the following values to maintain a workplace that is welcoming, respectful, and supports the well-being of every BCCNM employee:

- Trust is essential
- Better together
- Speak the truth
- Protect the public
- Stay curious

WHAT WE OFFER YOU

Our office is located at 200 Granville Street in downtown Vancouver, and rests on the unceded territories of the Musqueam, Squamish and Tsleil-Waututh nations. This position is ideal for an individual who is comfortable working in a hybrid remote and in person environment.

As a member of the team, you can expect to work in a collaborative, team-based environment and to be treated in a respectful and professional manner. The College is committed to employee professional development and career growth. We promise to provide you with rewarding work that challenges you. While you will be busy, the College supports staff in achieving a healthy work-life balance. BCCNM offers a highly competitive total compensation package that includes a generous vacation package, extended health benefits, contributions towards the municipal pension plan, and a health and wellness allowance.

WHAT YOU'LL BE DOING

Reporting to the Director of Assessment, Innovations and Operations, the Manager of Operations (MO) is a strategic asset to the management team at NCAS and is responsible for delivering on an ambitious program to improve and expand our assessment centres in BC and across Canada. The MO ensures that all the assessment services are delivered according to the highest standards of security, rigour and professionalism, and is responsible for nurturing, coaching and building a team of empowered staff who can confidently deliver our assessment. The Manager of Operations must also build and nurture key strategic relationships with government, regulatory organizations, educational institutions, and other significant stakeholders. This is an ideal role for a skilled professional with operations or events management experience in sectors that require excellent stakeholder and government relations.

DIRECT REPORTS

- Assessment Centre Coordinators
- Assessment Centre Staff
- Nurse Advisor

RESPONSIBILITIES

A. Operational Management

- Build, nurture, train, coach and manage the performance of a team of assessment delivery staff
- Identify and implement efficiencies and innovations in assessment site operations to enhance the rigour, accessibility, fairness, consistency and security of the assessment delivery process
- Establish and manage supplier contracts and relations
- Develop, manage and report on budgets
- Establish site and staffing quality assurance approaches that include assessment site audits
- Resolve critical issues as they arise, often in the moment

- Provide oversight to communications and assessment taker (customer) relations
- Develop and revise policies, procedures, guidelines and manuals as they relate to applicant registration and site operations, and to staff training, certification, etc.

B. Site Development

- Initiate, manage and implement all aspects related to launching new assessment sites including, but not limited to:
 - Developing project charters and implementation plans including budget management
 - Site analysis and risk assessment
 - RFP development and contract negotiation
 - Stakeholder engagement

C. General

- Contribute strategic insight to the design and implementation of the NCAS strategy
- Further the NCAS spirit of innovation and growth
- Foster and maintain an organizational culture that promotes respect, teamwork, and excellence
- Contribute to the day-to-day administrative needs of NCAS as required
- Collaborate to support ongoing development and testing of new content

ESSENTIAL SKILLS AND QUALIFICATIONS

This is a position for a seasoned events or operations manager. The ideal candidate for this position will have the following:

- Minimum of a Bachelor's degree or the equivalent combination of a post-secondary diploma and relevant experience
- Minimum of seven to ten years' experience initiating, managing, and evaluating complex operations and/or events in high-stakes environments.
- A gift for leading teams, engaging and mentoring staff, including staff recruitment, training, coaching and evaluation
- Exceptional critical thinking and analytical abilities, with evidence of having led continuous quality improvement initiatives
- Evidence of full project-cycle leadership from project development and planning to implementation, reporting and evaluation
- Proven ability to build and maintain relationships with various stakeholders, including government, to establish credibility, seek direction, solve problems, build consensus, and achieve objectives.
- Demonstrated ability to plan strategically, to analyze and respond to complex problems, risks, and changes as necessary, to meet goals and timelines of project.
- Experience negotiating and managing supplier contracts
- Exceptional communication and interpersonal skills (written, verbal and presentation)
- Demonstrated ability to develop and manage budgets, facilitate meetings, produce evidence-based recommendations, and to prepare narrative and financial reports.
- Knowledge and understanding of database and customer relation platforms, as well as project tools such as ClickUp or MS Project
- Demonstrated ability to be a self-starter, to work quickly and effectively.

- Demonstrated understanding of diversity, inclusion, and cultural humility as they apply to nursing and midwifery practice and health care.

Additional Assets

- Bilingualism is an asset
- Knowledge of the assessment development and delivery sector
- Knowledge of the business of regulation, particularly in the area of health care
- Knowledge of nursing and/or the health sector in general

HOW TO APPLY

We offer accommodation for applicants with disabilities to take part in the selection process. If we contact you about an interview or testing, please let us know if you require accommodation. We keep all information in relation to accommodation confidential.

Please forward your resume and cover letter in French or English, to careers@bccnm.ca. Please use "NCAS Manager of Operations" as the subject line of your email. Applications will be accepted on a rolling basis until the position is filled, so please apply immediately.

Note: References, education and professional credential verifications, and a criminal record check will be required for all final candidates.

While we appreciate all responses, only shortlisted applicants will be contacted.

Learn more at www.ncasbc.ca and www.bccnm.ca.

Thank you for your interest in the BC College of Nurses and Midwives.