

1. Position No. 81482	2. Descriptive Working Title EXECUTIVE ASSISTANT		3. Present Classification Excluded Support
4. Branch CORPORATE SERVICES	5. Department AUDIT ADVISORY SERVICES	6. Proposed Classification	Date SEPT 2020
7. Position No. of Supervisor	8. Descriptive Work Title of Supervisor EXECUTIVE DIRECTOR – AUDIT ADVISORY SERVICES		9. Classification of Supervisor Excluded Mgmt

## SCOPE OF THE ORGANIZATION

The British Columbia Housing Management Commission (BC Housing) is a crown agency of the provincial government and is responsible for providing a range of housing programs for British Columbians. BC Housing, together with its partners, works across the housing continuum to: ensure the most vulnerable have housing and support options that provide stability and maximize independence; increase the supply of affordable and supported housing options for people with low and moderate incomes; administer rent assistance programs; oversee the management of provincial housing properties and programs; support strong non-profit and Indigenous housing sectors; and provide a licensing system in which residential builders achieve a high bar of professionalism. BC Housing has an annual budget of \$1.45 billion in 2019/20 and assists more than 110,400 households in over 300 communities throughout the province. BC Housing seeks sustainable housing solutions that are supported by excellence in service delivery and research, and that take into account social, financial and environmental impacts.

Corporate Services is responsible for providing a full range of financial, administrative and information management, legal, program analysis and corporate planning services for the Commission. The Branch develops financial policies and controls, undertakes budgeting, accounting, reporting, cash management and investing activities, oversees mortgage administration for BC Housing and Provincial Rental Housing Corporation (PRHC), and provides construction financing through the Commission's status as a National Housing Act approved lender. The Branch is instrumental in creating financial and business solutions to promote and advance construction and development projects and working with the non-profit housing sector in initiatives to maximize the allocation of funds and return on investments. The Branch is responsible for information technology development and operations, and for corporate administration including business support services, purchasing, risk management and insurance, facilities and records management, and FOI and Ombudsman liaison. The Branch also provides program analysis, corporate research/planning, and legal services and advice in advancing and supporting the achievement of Commission objectives.

## POSITION SUMMARY

Reporting to the Executive Director Audit Advisory Services, the Executive Assistant is responsible for managing the efficient administration of the office of the Executive Director, as well as administering tenant audit, internal audit, and audit advisory activities. The position tracks, updates, and reports on various audit projects, monitors budgets and financial commitments, prepares reports and presentations, coordinates departmental communications correspondence, and acts as an administrative liaison with other branches and external contacts.

## MAJOR RESPONSIBILITIES

1. Manages the smooth and efficient operation of the office of the Executive Director by establishing administrative systems and processes and ensuring effective and efficient organization of the work.
2. Assesses the urgency and importance of various matters, uses sound judgment in responding quickly to emerging issues and changing priorities, independently researches and handles a wide variety of issues and informs the Executive Director of matters requiring his/her attention.

3. Manages the Annual Audit Planning process by carrying forward and updating the Master Audit Plan, scheduling meetings with internal and external stakeholders, incorporating the inputs into the Audit Prioritization Tool and preparing Excom and Audit and Risk Management Committee submissions for the Executive Director to present the audit plan for approval. Monitors the execution of the audit plan by tracking progress on audits and communicating it to the team.
4. Updates the quarterly Internal Audit reports presented to the Audit and Risk Management Committee by tracking and updating the status of outstanding audit recommendations, incorporating new audits into the tracking tool and reconciling the dashboard to the total audit recommendations completed and outstanding.
5. Updates the tenant audit log and prepares reports on tenant audit outcomes metrics for each quarter. Tracks the tenant audit work-in-progress for files in review and the files allocated to staff and reports the results to the audit advisory team. Tracks staff workload and reports on file re-allocation needs to the team.
6. Enhances the tenant audit process by reviewing and logging tenant audit requests received in a timely manner, opening new tenant files, and assisting audit advisory staff with analysis, data mining and correspondence related to tenant files.
7. Coordinates tenant audit related correspondence for Residential Tenancy Branch (RTB) arbitration hearings, Complaint Resolution Committee information requests, Freedom of Information requests and other internal and/or external inquiries.
8. Coordinates data and file management for the entire team including creating and numbering new audit files, sorting and storing files and archiving and sending files to RIC for off-site storage in accordance with provincial ARCS/ORCS requirements. Leads the electronic data storage function by monitoring the various electronic folders on the server, ensuring appropriate access is granted to each folder and consolidating electronic folders to remove redundancies.
9. Manages the Executive Director's calendar and coordinates the booking of meetings and travel for the Executive Director and the team. Prepares agendas, coordinates the preparation of meeting materials, and records and distributes minutes. Ensures travel and accommodation for the team and external consultants are co-ordinated and arranged in accordance with current guidelines. Assists the Executive Director and the team with their expense reimbursement processes. Manages the time keeping, vacation schedule and coverage for all staff.
10. Manages procurement administration of goods and services for the Team including preparing and distributing RFPs and other documents, monitoring contractor/consultant adherence to contract provisions and performance criteria, ensuring the department receives good value for money, and processing invoices. Purchases select goods and services in accordance with purchasing policies and practices. Acts as a P-card Administrator for the audit advisory team and assists the team with P-card coding and expense management.
11. Plans, organizes and coordinates forums, special events and other important meetings including establishing agendas, coordinating the preparation and distribution of materials, and organizing venue, speakers, travel and accommodation; attends meetings as required.
12. Works closely with the Executive Director and other managers in the development of the annual budget for the team and monitors expenditures to ensure they fall within approved budget limits. Advises Executive Director of emerging budget issues and drafts budget analysis reports for the team.
13. Coordinates departmental communications and correspondence internally and externally. Prepares correspondence for the Executive Director, some of which is sensitive or confidential including documents of human resource and labour relations impact.
14. Ensures the audit advisory services website is updated regularly and acts as the key contact person for general telephone and departmental website enquiries. Acts as the key contact person for the audit advisory team when liaising with other departments for meeting the team's needs.
15. Develops training plans for the team, coordinates the scheduling of employees for learning and training sessions, ensures team members comply with their professional development requirements and works with Human Resources Branch to develop training programs as necessary for the team

16. Participates as a member of the audit advisory team in the development of plans and discussion of issues impacting business or operating strategies; provides advice and counsel from an administrative perspective regarding emerging issues.
17. Acts as administrative liaison and maintains a positive working relationship with other branches/departments and external stakeholders, including representing the department on committees and in meetings; attends meetings with the Executive Director and/or managers to ensure that administrative services which are agreed to are implemented and completed.
18. 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**

There are three positions reporting to the Executive Director: Director Audit Advisory Services, Senior Manager Audit Services and the Executive Assistant

There are no positions reporting to the Executive Assistant.

## **QUALIFICATIONS**

### **Education, Experience and Occupational Certification**

College diploma in commerce or business administration or an equivalent amount of education and experience.

Considerable experience in managing the administrative aspects of the office of an Executive Director, preferably for a public sector organization operating within a fast paced, complex environment.

### **Knowledge, Skills and Abilities**

#### **Core Competencies**

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

Sound knowledge of the principles and practices of managing the administrative activities for the office of a senior level director

Considerable knowledge and understanding of departmental policies, programs and operating requirements

Sound knowledge of information technology, business processes and practices.

Ability to exercise judgment, diplomacy and tact in dealing with confidential matters

Ability to manage multiple issues and projects, co-ordinate work with others, keep management and staff apprised of major issues and adapt to changing priorities.

Ability to foster strong working relationships with internal and external stakeholders to accomplish objectives.

Effective conflict resolution, consensus building and interpersonal skills

Excellent verbal and written communication, organizational, analytical, problem solving, time management and expediting skills

Good understanding of IT systems and excellent computer skills, including a high level of technical proficiency with Microsoft Office products, with a focus on Word, Excel, and Powerpoint