

1. Position No. Various Positions	2. Descriptive Working Title Regional Administrative Services Manager (Assigned Region)		3. Present Classification Excluded Support
4. Branch Operations	5. Department/Section Lower Mainland Directly Managed, Lower Mainland Non-Profit, Interior, North, Vancouver Island	6. Work Location Telework Eligible	Date Jun 2018 Revised Feb 2021
7. Position No. of Supervisor Various Positions	8. Descriptive Work Title of Supervisor Regional Operations Manager (Assigned Region) Regional Director (Assigned Region) Director, Supportive Housing (Orange Hall) Director, Lower Mainland, Non-Profit		9. Classification of Supervisor Excluded Management

POSITION SUMMARY

The Regional Administrative Services Manager is responsible for managing the provision of administrative services for the region and/or business area, including supervising a team of staff performing property management/property maintenance administration, reception, file management and general administrative support functions. He/she/they manages the smooth and efficient operation of the office of the Manager/Director, works closely with the Management team in budget development, manages office expense allocation and prepares budget analysis reports. The incumbent also serves as the region's technical resource for information systems. The position participates as a member of the regional management team and liaises with a variety of internal staff and external stakeholders to accomplish objectives.

MAJOR RESPONSIBILITIES (Focus of duties may vary depending on the region of the position)

1. Manages the provision of administrative services for the region and/or business area. Assesses requirements and priorities, assigns work to internal staff and to external contractors as necessary, and ensures all work is performed in accordance with requirements, performance standards and deadlines.
2. Develops, recommends and implements policies, standards and procedures to ensure both the effective and efficient provision of administrative services and operations of the office of the Manager/Director. Conducts or participates in comprehensive reviews of regional procedures, provides expertise and support to the program areas in developing new administrative systems and processes, identifies policy and procedural gaps for review with the regional management team, and updates and maintains the regional documentation and manuals.
3. Supervises a team of staff responsible for processing of property management documentation, provision of property portfolio/ property maintenance support functions, administration support of financial and operational reviews for housing partners, provision of face-to-face and telephone-based customer service to visitors and clients, maintenance of various databases and files, and general operational support. Sets priorities, allocates and monitors work, approves and signs off documents within delegated authority and responds to issues as they arise.
4. Manages the flow of information between the Manager/Director and other Managers; works closely with the Manager/Director and independently to assess current and emerging issues and priorities and provides feedback and recommendations regarding the management of high profile, urgent, or sensitive matters. Facilitates the completion of projects and activities by the Managers and, on behalf of the Director, ensures the department fulfills its commitments and effectively responds to critical situations.
5. Manages the Manager/Director's calendar and ensures the regional and/or departmental calendar is current. Manages time keeping and vacation schedule for management staff. Makes travel and accommodation arrangements as required.

6. Works closely with the Manager/Director and other senior managers in the preparation of the annual budget and monthly forecasting. Develops and controls specific budgets within approved financial limits. Establishes and maintains appropriate financial procedures including financial controls and tracking systems. Monitors office expenditures to ensure they fall within approved budget limits, prepares budget analyses for review by the Director and reallocates resources as required. Advises Director of emerging budget issues. Liaises with other branches and regions to identify and resolve issues.
7. Acts as the first-level technical resource for information systems. Provides orientation, training and support to users, assesses and resolves problems, or refers difficult issues to the appropriate IT specialist for resolution as necessary. Co-ordinates, in conjunction with the IT department, the implementation of new or enhanced information system hardware and software.
8. Develops and enhances business and reporting tools, reports and templates, provides orientation, training and support to Regional staff on new and changed systems and processes. Investigates and researches information for status reports, briefing notes, and Executive Committee and external submissions. Prepares draft reports or sections of reports in accordance with instructions provided.
9. Oversees the record keeping and maintenance for the pool vehicle(s) in the Region.
10. Manages procurement administration of goods and services for the Region 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. Oversees team members engaged in accounts payable activities and ensures payments due are processed in a timely manner.
11. Participates as a member of the regional senior management team in the development of regional plans and discussion of issues impacting business or operating strategies; provides advice and counsel from an administrative perspective regarding emerging issues. Participates on the Occupational Health and Safety Committee as required.
12. 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 Manager/Director and/or senior regional managers to ensure that administrative services which are agreed to are implemented and completed.
13. Develops training plans for the region, coordinates the scheduling of employees for learning and training sessions, and works with the Human Resources Branch to develop training programs.
14. Plans, organizes and coordinates forums, retreats, 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.
15. Reviews and updates the Business Continuity Plan.
16. Coordinates required maintenance and repair activities for assigned office sites and arranges service providers for office cleaning, pest control, alarm monitoring and other building related issues.
17. Supervises the work of staff in accomplishing the business activities of the program area. Creates an environment that allows for a supportive and progressive attitude among staff, and promotes improved performance through counselling and coaching and by ensuring that staff are provided with information and training necessary for the conduct of their assigned duties. Completes performance evaluations, determines performance issues, and takes disciplinary action, which may include suspension and the recommendation for termination. Has significant input into hiring, promotion and demotion decisions, recommends changes in compensation of staff and authorizes overtime. Resolves grievances up to the second stage of the grievance process. Identifies to senior management appropriate collective agreement wording to serve the employer's interests in achieving operational goals and objectives, and may participate on the negotiating committee as a management representative. Determines resources required to fulfill operational requirements, develops staffing plan, and recommends staffing levels to accomplish objectives, including revisions to staffing levels as necessary as operational requirements change.
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

The Regional Administrative Services Manager reports to the Regional Operations Manager (Assigned Region), Regional Director (Assigned Region), Director, Lower Mainland, Non-Profit, or Director, Supportive Housing (Orange Hall).

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

QUALIFICATIONS

Education, Experience and Occupational Certification

Diploma in commerce or business administration, or an equivalent amount of education and experience.

Considerable experience in managing administrative activities within the public or not-for-profit sector, including experience in budgets and financial administration. Experience in property management and/or social housing administration. Experience with supervision of a team of staff.

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

Knowledge, Skills and Abilities

Core Competencies

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

Leadership Competencies:

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

Sound understanding of administrative and financial policies, procedures and practices

Ability to learn and understand the Branch's policies, programs and operating requirements

Ability to assess administrative requirements for the effective delivery of the region's programs and services

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

Ability to lead, coach and motivate staff in a team setting

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

Effective written and verbal communication, conflict resolution, consensus building and interpersonal skills

Effective organizational, analytical and problem-solving skills

Strong computer administration skills, including the problem analysis and resolution

Proficient in the use of MS Office (Excel, Word, PowerPoint) and computer systems and databases