



Where ideas work

**Assistant Deputy Minister, Human Supports
Connected Services BC
Ministry of Citizens' Services
Various Locations in BC**

Connected Services BC (CSBC) is embarking on a bold transformation to reimagine how government delivers digital services—placing people, not processes, at the center. By 2030, every high-impact life event and business interaction in British Columbia will be accessible as a trusted, inclusive connected digital service. We are moving toward a unified, user-focused model that aligns digital delivery with the real journeys of people, businesses, and public servants.

The Human Supports Division is responsible for people-centred services, including managing life events such as losing a job, experiencing a serious illness or disability, requiring access to justice or experiencing a natural disaster or emergency.

The Assistant Deputy Minister, Human Supports, leads the modernization of people-facing systems and services, ensuring they are intuitive, accessible, and responsive to the needs of people in B.C. The role oversees all human support digital services and systems and is responsible for driving a consistent experience across them, ensuring they are built and maintained using human centred design, accessibility best practices, and equity focused approaches.

This role will shape the future of public service, drive systemic change and leave a lasting impact on operations. The ideal candidate will be passionate about this kind of opportunity and will have senior leadership experience to make it a reality. This people-focused leader thrives in an environment with demanding work challenges and has proven that they can work effectively in the public sector. They are adept at balancing complex and nuanced priorities and relationships as well as competing internal and external pressures. Creative and collaborative, this candidate is energized by the opportunity to lead high-performing, diverse teams in delivering complex technology-based services and solutions.

Role profile is below. The appointee will be required to consent to a criminal record check and will be required to complete a Conflict of Interest Disclosure, including declaring any actual, potential, or perceived conflicts of interest.

The BC Public Service is committed to creating a [diverse workplace](#) to reflect the population we serve and to better meet the needs of our citizens. Consider joining our executive team and being part of an innovative, inclusive, and rewarding organization.

To apply please email a clear and concise cover letter and resume in one document (.pdf) to Executive Recruitment at: Executive.Recruitment@gov.bc.ca by April 29, 2026. Please note the application document must be in .pdf format. Email Executive Recruitment if assistance is needed. Thank you to all who express interest.

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Salary Range \$175,800 - \$224,500 per annum

Connected Services BC (CSBC) is changing how government delivers digital services—placing people, not processes, at the center. By 2030, every high-impact life event and business interaction in British Columbia will be accessible as a trusted, inclusive connected digital service.

This is more than a technology shift—it's a cultural and structural redesign of how government shows up for people, particularly when they are navigating complexity, vulnerability, or crisis. We are shifting digital delivery toward a unified, person-centred, service-first model that aligns digital delivery with the real journeys of people, businesses, and public servants.

This role exists to progress trusted, inclusive and connected services that works for people, including those seeking supports in the social sector, accessing justice or finding the services they need during a natural disaster or emergency. The role is partnership based, working with multiple ministries to support front-line staff to have the tools they need to support people in times of need.

CSBC is structured around three key components necessary to enable connected services: direct access, delivery, and direction.

Direct Access

- **Service BC Division:** responsible for the delivery of hundreds of in-person and front-line services, including the Service BC offices, contact centre, and mobile outreach.

Delivery

- **Everyday Life Events Division:** dedicated to enabling services tied to common life events including having a child, starting school, ensuring peoples' identities represent who they are, or moving to a new city.

- **Human Supports Division:** responsible for people-centred services, including life events such as losing a job, experiencing a serious illness or disability, requiring access to justice or experiencing a natural disaster or emergency.
- **Economic Opportunities Division:** enables services for businesses including workforce support and natural resource permitting- from small businesses seeking startup grants to project proponents navigating complex permitting approvals.

Direction

- **Policy Direction:** responsible for ensuring strong, equitable, and evidence-informed policies, practices and legislative frameworks underpin all of CSBC's work. This division will be responsible for building equity into CSBC's services and supporting a coordinated approach to data governance, data sovereignty, statistics and analytics
- **Technical Direction:** responsible for setting technical direction and standards for how CSBC services are delivered and secured; drive consolidated technology procurement and lead application modernization and decommissioning. The division will include CSBC's consolidated procurement office.

This model is designed to deliver not just better services, but better outcomes. It invites visionary leaders to shape the future of public service, drive systemic change, and leave a lasting impact on how government works for everyone.

Ministry Overview

Dedicated to making life better for British Columbians, the [Ministry of Citizens' Services](#) (CITZ) delivers key services that people rely on. CITZ delivers accessible, multi-channel services, through a single-point-of-contact service approach to people in urban and rural communities through [Service BC](#), and delivers the digital face of government at www.gov.bc.ca. CITZ also provides support for the expansion of high-speed internet connectivity throughout the province, leadership across government to modernize information management and technology resources, trusted data services to government agencies, prompt and relevant responses to freedom of information requests, and statistical and economic research,

information and analysis to businesses and the public sector. In addition, the ministry manages the province's real estate assets, technology systems and equipment, and leverages procurement to increase business opportunities and create rewarding jobs that contribute to local economies and benefit individuals, families, and communities.

A service-focused organization, CITZ strives to be a great place to work, where all employees feel both engaged and motivated to do their best.

For information on the Ministry mandate, read the [Ministry Service Plan](#) and [Minister's Mandate letter](#).

Position Overview

The Assistant Deputy Minister, Human Supports, plays a leadership role in transforming how people interact with government by shaping a modern, connected, and human-centred service ecosystem. The position leads the modernization of people-facing systems and services, with clear authority to drive cross-ministry service and data integration, retire system duplication and align digital platforms to real-world human journeys.

The division delivers coordinated, whole-person services for individuals and families who rely on health, housing, social, or protection supports.

A key priority is advancing a trusted, inclusive, and connected digital service experience. The role oversees all human support digital services and systems and is responsible for driving a consistent experience across them, ensuring they are built and maintained using human-centred design, accessibility best practices, and equity focused approaches. This includes reducing the need for people to repeatedly retell their personal information, embedding accessibility and equity by design, and ensuring systems work together as a coherent whole. The ADM is accountable for ensuring that dignity, accessibility, safety, and equity are embedded across all digital service interactions.

The ADM is accountable for resolving long-standing fragmentation in digital service delivery by aligning systems to the lived realities of people in British Columbia, reducing duplication, and fostering cross ministry collaboration. The role guides the strategic adoption of emerging technologies to improve outcomes and build trust.

Success in this role is demonstrated through measurable, system-level improvements in service integration for complex cases, increased accessibility across priority human support services, and meaningful reductions in the administrative burden placed on individuals and families navigating government supports.

As an Assistant Deputy Minister in the Ministry of Citizens' Services, the CSBC ADM, Human Supports:

- Leads the transformation of people-facing digital services, ensuring platforms are intuitive, inclusive, and accessible.
- Establishes and sustains a culture of innovation, agility, and service excellence, responsive to the integrated nature of government systems, evolving public needs, and dynamic technology and labour markets.
- Champions human-centred design, equity and accessibility standards, embedding inclusive practices across all people-facing platforms and ensuring alignment with CSBC priorities.
- Provides strategic leadership in executing government's digital agenda, translating vision into goals and strategies, and committing to the delivery of business outcomes that improve the lives of those in British Columbia.
- Serves as a key member of the ministry's executive committee, contributing to corporate management and offering sound advice on operational and politically sensitive issues.
- Empowers and leads a senior management team, guiding long-term vision, strategy, and large-scale IT procurements, while building organizational capacity and sustaining momentum in change initiatives.
- Advises senior government officials, including the Premier's Office, ministers, and deputy ministers, on strategic, policy, and operational matters related to people's experience and digital service delivery.
- Exercises broad decision-making authority, setting direction for new programs, services, and projects with significant public impact and strategic importance.
- Fosters a psychologically safe and inclusive workplace, advancing Truth and Reconciliation with Indigenous Peoples and embedding diversity, equity, and inclusion into organizational culture and service design.

- Works horizontally and in partnership with ministries and the broader public sector to deliver government services that are easier to navigate, faster to help and better aligned to people's lives.

Qualifications and Experience

The BC Public Service is committed to a workplace that is representative of the diversity of the people of British Columbia and facilitates services to public we serve.

The successful candidate will be an experienced people-focused senior leader/executive who thrives in an environment with demanding work challenges and works effectively in the public sector.

Education and Experience

Significant, proven executive or senior leadership experience in:

- Leading large service delivery with a significant and diverse staff complement budget, scope and complex stakeholder relationships.
- Leading teams responsible for delivering complex service-based technology solutions.
- Establishing collaborative relationships with senior leaders across large organizations and leading organizational change associated with implementation.
- Identifying priorities and balancing capacity/timelines in consideration of resource availability and external agendas.
- Leading and coaching multi-disciplinary senior management teams in the implementation of service delivery.
- Managing large complex contracts and vendor relationships.
- Leading efforts to modernize legacy systems to reduce technical debt and improve long-term platform sustainability at scale.

Knowledge, Skills and Abilities

- Ability to manage high profile and complex issues, possessing the acumen necessary to balance diverse interests and manage relationships effectively.

- Ability to establish and maintain effective working relationships with colleagues, clients and partners that help the organization achieve its goals and objectives.
- Ability to lead, engage, empower, and mentor a diverse team of professionals as well as mentor and develop high-performance teams by demonstrating strong people leadership skills, including leading virtual teams.
- Ability to lead and formulate innovative approaches and strategies when developing business and strategic plans, including the use of technology and emerging best practices in service delivery methodologies.
- Ability to build and establish cross-ministry and cross organization relations to plan and implement government objectives.
- Ability to make critical decisions in a high-profile, political portfolio which requires responding to emergent issues.
- Ability to prepare and present complex issues to Ministers, senior government officials and external stakeholders.
- Ability to communicate effectively with a diverse range of audiences.

The successful candidate will be required to consent to a criminal record check and will be required to complete a Conflict-of-Interest Disclosure form.

Competencies

To achieve government's **Vision**, ADMs must position and structure their organization to maximize its effectiveness. ADM's practice **Strategic Thinking** in translating the vision to goals and strategies and support their accomplishment through facilitation and leading change.

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In **Leading People**, ADMs motivate, empower, and lead employees to accomplish goals and objectives, by developing, and engaging employees, providing opportunities for growth, and managing issues with the organization.

To champion **diversity and inclusion**, ADMs must create and uphold an organizational culture that prioritizes inclusivity and culturally competent behaviours. As individuals, they act with curiosity and humility to understand, respect and embrace the visible and non-visible parts of individual and collective identities such as abilities, beliefs, cultures, ethnicity, experiences, gender, perspectives, styles, and values. As leaders, they make sure diversity, equity and inclusion practices are embedded in organizational policies, programs, and processes, and hold themselves and other leaders accountable for related outcomes. Executives are passionate about shaping, guiding, and providing inclusive and collaborative leadership on Reconciliation initiatives, strategies, and legislation.

ADM's model **Integrity and Authenticity**, building a culture of trust, risk taking and creative thinking in the organization through demonstrating personal integrity, using feedback to self-improve, following through on commitments and acting consistently with the espoused values and culture of the organization.

In **Interpersonal Relationships**, executives ensure that they are enhancing the organization's relationships partners. This includes building strategic alliances, managing conflicts among different parties, negotiating to derive optimum solutions, and effectively communicating ideas, analyses and proposals.

BC Public Service Leadership Expectations

- Be a model and advocate of the BC Public Service Values and Standards of Conduct in professionally serving government to the highest ethical standard.
- Be an active enabler of innovation and engagement as keys to maintaining and enhancing public trust and confidence.
- Demonstrate foresight and understanding of our modern, digital context to better service citizens.
- Be proactive, resilient, and nimble, taking thoughtful, calculated risks.
- Be biased to action and removing unnecessary complexity to deliver the best possible service and outcomes for citizens.

- Act to improve the corporate capacity, capability, and commitment of the public service.

The professional values of the BC Public Service
Courage, Teamwork, Curiosity, Service, Passion, Accountability
Always with integrity