



Where ideas work

**Assistant Deputy Minister
Real Property Division
Ministry of Citizens' Services
Various Locations in BC**

Dedicated to making life better for everyone in B.C., the Ministry of Citizens' Services (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 provides support for the expansion of high-speed internet connectivity, leadership to modernize information management and technology resources, trusted data services, and prompt delivery of statistical and economic research, information and analysis. 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.

Reporting to the Deputy Minister, the Assistant Deputy Minister (ADM), Real Property Division is accountable for ensuring government's facilities infrastructure and service delivery models are aligned to their vision and priorities, as well as client business needs. They are responsible for all aspects of the business as it relates to facility management, as well as developing and maintaining strong relationships with ministry and broader public sector clients, private sector real estate organizations and professional bodies.

The ideal candidate will be an experienced people-focused senior leader who thrives under demanding work challenges. They will bring with them proven ability to lead large operations with a significant and diverse staff, budget, scope and complex interest-holder relationships.

This ideal candidate has a high level of business acumen with a strong focus on the complex fiscal considerations of the division. Consistently modeling diplomacy, tact and good judgment in all situations, they will create a results-focused, high-performance, client-centric culture that inspires their team to be fully engaged. Data-driven and decisive, this exemplary decision-maker is also an excellent communicator, able to explain complex issues to ministers, senior executives and interest-holders alike.

A complete role description and listing of qualifications is below. The appointee will be required to consent to a criminal record check.

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 December 19, 2024. Please note the application document must be in .pdf format. Email Executive Recruitment if assistance is needed. Thank you to all who express interest.

**Assistant Deputy Minister
Real Property Division
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Various Locations in BC**

Salary Range \$172,400 - \$220,100 per annum

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 Accountability letter](#).

Position Overview

Reporting to the Deputy Minister, the Assistant Deputy Minister Real Property Division (ADM RPD) leads the work associated with providing corporate real estate services to all government ministries and some broader public sector organizations. The ADM RPD is accountable for all aspects of the performance of the division and the services it provides, which includes contract management of a major service provider CBRE who delivers facility management, and routine capital project delivery.

As ADM in the Ministry of Citizens' Services, this position:

- Ensures a culture that is innovative, nimble, service orientated, collaborative and future looking to be responsive to the highly integrated nature of government systems, the ever-changing needs of government and the public, and the rapidly evolving technology and labour markets.
- Plays a critical role in leading the organization in the execution of government's strategic corporate agenda and provides key contributions and commits to action the business goals of government.
- Serves as a member of the ministry's executive committee and participates in the corporate management of the ministry by providing sound advice and recommendations on operational and politically sensitive issues.
- Leads and empowers a senior management team, develops and implements long-term vision, goals, and strategies in support of ministry and government's goals, building capacity, ensuring best use of staff and resources, leading and sustaining momentum in change initiatives and shifting priorities; and delivering results through collaboration with a wide range of partners and stakeholders.
- Provides advice on important strategic, policy and operational issues to the deputy minister, minister, and senior government officials, broader public sector executive and works collaboratively with a wide range of internal and external partners and stakeholders.
- Exercises authority to make decisions that have significant strategic impacts and outcomes; that are sensitive and highly public in nature and sets the direction for recommending to the deputy minister and minister new programs, services, or projects.

This position also fosters an environment that supports a psychologically safe workplace, Truth and Reconciliation with Indigenous Peoples and diversity and inclusion.

Accountabilities

The ADM RPD is the senior advisor to the Deputy Minister, Citizens' Services accountable for ensuring government's facilities infrastructure and service delivery models are aligned to government's vision and priorities and client business

needs. They are responsible for all aspects of the business as it relates to facility management for the BC Public Service, as well as developing and maintaining strong relationships with ministry and broader public sector clients, private sector real estate organizations and professional bodies.

Leading a division of 292 staff, the ADM RPD manages a gross operating budget of more than \$508 million and a routine capital budget of \$60 million per year. The business units within the division have diverse core functions, including contracting and procurement for routine capital maintenance, leasing, planning and logistics for office space, policy, corporate change management, incident response, security and more.

In their role, the ADM RPD:

- Provides strategic direction and leadership to a division with a large, diverse and complex client portfolio, ensuring the appropriate and responsive delivery of services.
- Manages the division within its assigned operating and capital budgets. Identifies any cost pressures as soon as evident to the Executive with associate strategies to manage pressures.
- Effectively manages competing priorities of client needs within available funding and ensures that the division remains within its budget allocation.
- Leads the strategic planning, management and delivery of government's real estate and property management services ensuring service delivery models are efficient and cost effective.
- Ensures that the portfolio of office space is managed on a cost-effective basis and supports remote and hybrid public servants with the roll out over time of the Hybrid Work Strategy.
- Ensures that all routine maintenance projects are managed effectively through established project management practices and are completed on time and on budget.
- Ensures that the leasing department negotiates best possible lease agreements for government and outperforms the market in lease negotiations.
- Is accountable to manage and ensure alignment of its contracted service providers to the strategies of government, by participating in appropriate

governance meetings, continually evolving the agreements, resolving escalated issues and ensuring vendors deliver according to their contractual commitments.

- Leads the establishment of the division's annual business plan, setting strategic direction, to ensure measurable outcomes.
- Leads the development of appropriate mechanisms for consultation and collaboration and facilitates discussions of information and service delivery needs.
- Establishes and communicates the vision, mission and goals of the organization and works with the leadership team and staff to ensure alignment and execution across the organization.
- Creates and enables a results-focused, high-performance, client-centric culture and a workforce that is fully engaged and supported to grow and develop.
- Ensures effective delivery and evidence-based decision making through appropriate performance management structures including accountability letters, performance plans, business intelligence, operational data analysis and proactive monitoring of systems.
- Oversees all administrative functions for the division including human resources, labour relations, contract management, financial management, planning and performance management.
- Provides briefings, recommendations, and decision-making material for the Minister, Deputy Minister, Cabinet, and other various committees.
- Represents the Ministry and government on various inter-ministry and federal/provincial ADM Committees.
- Exercises a high degree of judgement, tact, and diplomacy in dealing with issues.

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. Preference may be given to applications from visible minorities including women, Black, and other people of colour (BIPOC), those with diverse sexual orientation or gender identity (2SLGBTQIA+) and/or others having abilities and experiences with diversity.

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 operations with a significant and diverse staff complement budget, scope and complex stakeholder relationships
- Leading teams responsible for delivering complex technology-based services and solutions
- Establishing collaborative relationships with senior leaders across government 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.

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 (or cross organization) relations to plan and implement government objectives.
- Ability to make critical decisions and respond 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 appointee will be required to consent to a criminal record check.

Competencies

In **Leading People** this role motivates, empowers, and leads employees to accomplish goals and objectives, by promoting empowerment, developing, and engaging employees, providing opportunities for growth, and managing issues with the organization.

This role excels at **Service Delivery: Motivating for Peak Performance**, which involves knowledge and skills in using motivational techniques such as job design, role clarification, reward systems and performance appraisal to motivate optimum subordinate performance. This includes understanding the drivers of employee engagement and what drives performance.

To achieve government's **Vision**, the ADM 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.

In **Stakeholder Relationships**, ADM's ensure that they are enhancing the organization's relationships with external partners and stakeholders. This includes building strategic alliances, managing conflicts, negotiating effectively, and effectively communicating ideas, analyses and proposals to stakeholders.

ADMs model **Integrity and Authenticity**, building a culture of trust, integrity, 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.

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