



Where ideas work

**Ministry of Technology, Innovation and Citizens' Services  
Assistant Deputy Minister – Real Property Division  
Victoria**

**Exciting opportunity to lead the Province's full service real estate organization**

This is a role for someone who sees themselves excelling and thriving when seeking opportunities to meet the diverse real estate needs of core government and many broader public service organizations. You will work with the real estate and facility management sectors locally and nationally. As the Assistant Deputy Minister (ADM), Real Property Division, you are responsible for the cost effective management of the real estate portfolio of the Ministry of Technology, Innovation and Citizens' Services. This is comprised of owned and leased facilities, accommodation planning, management of outsourced property management services and facility projects.

The depth and breadth of projects, property types, unique client needs, array of clients, interested stakeholders, sophisticated delivery and coordination of full real estate services, management of a large budget coupled with corporate objectives create an interesting, challenging and diverse role. As the ADM, you are responsible for all aspects of real estate and facility management as well as developing and maintaining strong relationships with the ministry and broader public sector clients, private sector organizations and professional bodies. You will develop business plans with annual performance objectives, and lead the development of infrastructure and human resource planning.

The ideal candidate will be innovative and have a strong client focus with substantive leadership experience in the management of facilities, human resources and finances; is a strong negotiator with experience in developing and managing service contracts and in creating service delivery models; and has experience in financial planning, management systems and reporting, and development and implementation of strategies to support business programs and services.

For more information please see the role profile below. To express your interest in this opportunity, please email your cover letter and resume to [Executive.Recruitment@gov.bc.ca](mailto:Executive.Recruitment@gov.bc.ca) by May 17, 2017.

The appointee will be required to consent to a criminal record check.  
Thank you to all who express interest.

## **Role Profile**

### **Ministry of Technology, Innovation and Citizens' Services Assistant Deputy Minister Real Property Division**

#### **The Ministry**

The mission of the Ministry of Technology, Innovation and Citizens' Services is to grow British Columbia's technology sector, champion innovation and enable delivery of cost effective, accessible and responsive services to citizens and the public sector. Shared Services BC, Service BC and Office of the Government's Chief Information Officer are part of the ministry.

#### **The Division**

The Real Property Division (RPD) is responsible for providing a broad suite of real estate services to all ministries and the broader public sector organizations. It provides everything necessary to design, set up and manage a workplace. The division manages the Province's real estate portfolio comprising mainly of land, office buildings, courthouses, correction centres and other special purpose facilities. The services include asset management, accommodation planning, construction project management, acquisition and disposal of properties and oversight of the outsourced property.

The provision of these services is achieved through defining the vision and strategies for the services, undertaking contract management functions associated with large property management outsourcing arrangements, and ensuring the maintenance of corporate facilities infrastructure required to support customers in their day-do-day operations.

#### **The Position**

The Assistant Deputy Minister (ADM) is responsible for all aspects of the performance of the Real Property Division (RPD). This includes the creation and refinement of service strategy and service delivery models, establishing an effective and innovative organizational structure, defining roles and responsibilities, financial management, contract management, developing strategic and business plans with annual performance objectives, and leading the development of infrastructure and human resource planning.

The ADM is responsible for all aspects of the business transformation 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.

The position is the senior advisor to the Associate 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.

### **Reporting Relationship**

The Assistant Deputy Minister (ADM) is responsible to the Associate Deputy Minister, Citizens' Services and is a full member of the Ministry Executive.

### **Accountabilities**

Reporting directly to the Associate Deputy Minister, Citizens' Services, the ADM, Real Property Division (RPD) is responsible for the cost effective management of the real estate portfolio of Shared Services BC, comprised of owned and leased facilities, accommodation planning, management of outsourced property management services and facility projects.

The ADM:

- Provides strategic direction and leadership to a division with a large, diverse and complex client portfolio, ensuring the appropriate and responsive delivery of services to its customers.
- 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 them;
- Ensures that the portfolio of office space is managed effectively and that any vacant space is within established targets;
- As a change leader, the ADM implements Leading Workplace Strategies for mobile work across the public service in partnership with the Technology Solutions Division, the BC Public Service Agency and line ministries transforming the way the B.C. government works;
- Leads business transformation processes to implement a more disciplined approach to its business practices, service planning and service delivery models in support of government's strategic objectives. The position leads the strategic planning, management and delivery of government's real estate and property management services ensuring services and service delivery models are efficient and take advantage of strategic partnerships with vendors, and are consistent with Treasury Board approved funding model;

- Implements government direction for delivery of real property services, including expansion to broader public sector organizations;
- Collaborates in the effective integration of all government shared services to enable the delivery of services from the consumers perspective;
- Ensures that all construction 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 for developing service strategies for all governments' facilities with efficient and cost-effective service delivery models (in sourced/outsourced and direct vendor-to-customer) and ensuring the design and delivery of facilities Infrastructure services are aligned to government's strategic direction;
- 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, strategizing business initiatives, evaluation and performance measurement criteria to ensure outcomes achieve quality results and align with overall strategic priorities of the ministry and government;
- Leads the development of appropriate mechanisms for consultation and collaboration with key stakeholders, and facilitates discussions of information and service delivery needs;
- As a full member of the ministry's Executive, actively participates in ministry initiatives and decisions including capital planning, transformation plans, business planning. This includes supporting the ministry's strategic priorities and supporting the development and fulfillment of the ministry's service plans;
- Maximizes organizational effectiveness by aligning employee and corporate performance, implementing a workforce plan that responds to the Work Environment Survey and aligning with the direction of the Corporate HR Plan;
- Advises the Associate Deputy Minister, Citizens' Services on significant and/or sensitive issues; manages issues and develops internal and external communication plans; anticipate changes and risks that will impact operations; and develop responsive plans, options and risk management solutions.

- Provides briefings to ministers, deputy ministers, the Premier's office, Cabinet and Caucus committees on proposed information and service system changes.
- Effectively manages competing priorities of client needs within available funding and ensures that the division remains within its budget allocation.

### **Qualifications and Experience**

- Completion of related post-secondary education and substantive leadership experience in management of facilities, human resources and finances;
- Additional relevant experience includes development of strategic plans, creation and execution of business and service plans, issues management, conflict resolution, and development and maintenance of a client focused business culture and service standards;
- Strong negotiator with experience in developing, negotiating and managing service contracts and in creating service delivery models maximizing vendor and internal capabilities;
- Experience in financial planning and cost control methods and strategies, management systems and reporting, and development and implementation of strategies to support business programs and services;
- Experience in managing the resolution of complex service delivery issues involving multiple service providers and multiple customers;
- Experience in leading new, and managing existing, outsourced service delivery initiatives;
- A proven record of establishing goals, developing people and teams, building relationships both internal and external, solving problems, and providing innovative solutions, promoting accountability, engendering trust, and integrity; and

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### **Competencies**

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.

ADM's 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.

In **Leading People**, ADM's must motivate, empower and lead employees to accomplish goals and objectives, rewarding high performance, promoting empowerment and developing their employees, providing opportunities for growth, and managing issues with their organization.

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