

Classification:	Administrative Officer 21	Position:	Multiple
Reports to:	Dependent on team assignment	Location:	Victoria
Organization:	Office of the Ombudsperson		

Context:

The Office of the Ombudsperson receives approximately 8,000 enquiries and complaints each year about the administration of programs and services by provincial and local government agencies, conducts investigations, and promotes the fair administration of government policies across British Columbia by resolving complaints, issuing reports and recommendations, and providing education and consultation to public authorities. The Office has also been newly mandated to under the *Public Interest Disclosure Act (PIDA)* to investigate allegations of wrongdoing made by employees or former employees of the public service and to provide support to other public bodies that have responsibilities under PIDA.

Job Overview:

The Policy Analyst conducts research and policy analysis and drafts policy and procedures that are consistent with applicable legislation and best practices. The Policy Analyst will also make policy recommendations and assist in the amendment and development of policies and procedures.

Accountabilities:

- Researches policy issues internally and across other jurisdictions nationally and internationally, provides background information, data analyses, policy evaluations and options to support management in the development of policies.
- Writes briefing notes, drafts proposed policy and amendments to existing policy, background material, reports and correspondence and makes presentations to internal stakeholders on current issues and projects.
- Writes policy and procedures that are consistent with the applicable legislative framework, existing office policy and the rules of procedural fairness and natural justice.
- Performs research and analyses and synthesizes data from various sources to identify impacts, potential outcomes and risks, including referrals for complaints or public interest disclosures.
- Prepares statistical and analytical reports and supports the development of frameworks for ongoing statistical reporting and analysis for both internal and external stakeholders.
- Develops tools/models for evaluating the effectiveness of internal processes and policies.
- Prepares and participates in briefings for senior executive and stakeholders.

- Other duties as assigned by the supervisor.

Qualifications and Competencies:

Education and Experience:

- University degree in a related field (e.g. public administration, social sciences, law).
- Experience conducting policy analysis, researching policy issues, and writing policies and procedures.
- Preference may be given to applicants who demonstrate experience in data analysis and conducting qualitative and quantitative research.
- Preference may be given to applicants who demonstrate experience with project management methodologies and change management processes.
- Preference may be given to applicants who demonstrate experience conducting legal and legislative research.
- An equivalent combination of education and experience may be considered.

Knowledge, Skills and Abilities:

- Ability to understand and interpret legislation, including the *Public Interest Disclosure Act* and the *Ombudsperson Act*.
- Expertise in researching and analyzing policies, interpreting legislation, interviewing stakeholders, and formulating conclusions, making recommendations and drafting policy.
- Knowledge of government organization, reporting structures, processes and decision-making.
- Understanding of principles of natural justice and administrative fairness.
- Ability to facilitate meetings and consultations with internal and external staff at different levels to obtain information and build consensus.
- Ability to communicate orally and in writing in an effective and clear manner at an appropriate level and in the most effective format.

Competencies:

- **Analytical Thinking:** The ability to comprehend a situation by breaking it down into its components and identifying key or underlying complex issues. It implies the ability to systematically organize and compare the various aspects of a problem or situation, and determine cause-and-effect relationships (“if...then...”) to resolve problems in a sound, decisive manner. Checks to ensure the validity or accuracy of all information.
- **Teamwork and Co-operation:** The ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals.
- **Service Orientation:** Implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations. It means focusing one’s efforts on discovering and meeting the needs of the customer/client.
- **Concern for Order** reflects an underlying drive to reduce uncertainty in the surrounding environment. It is expressed as monitoring and checking work or information, insisting on clarity of roles and functions, etc.

- **Information Seeking** is driven by a desire to know more about things, people or issues. It implies going beyond the questions that are routine or required in the job. It may include "digging" or pressing for exact information; resolution of discrepancies by asking a series of questions; or less-focused environmental "scanning" for potential opportunities or miscellaneous information that may be of future use.

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