



EXTERNAL JOB POSTING

Classification: Services Innovation Manager- Full-time temporary Position to April 30, 2026

Term: From Date of hire to April 30th 2026 with possibility of extension

Hours: Monday to Friday, with occasional weekend work as required.

Work Location: This is a full-time position based exclusively at the Burnaby office of the BC Federation of Labour, Remote work is not available for this role.

Reports to: Executive Director, BC Federation of Labour Health & Safety Centre

Salary: \$122,000 to \$128,000 annually

Application deadline: Open. Applications reviewed on an ongoing basis until the position is filled.

CSIM – Centre Services Innovation Manager

The BC Federation of Labour (BCFED) Health and Safety Centre is seeking a **Services Innovation Manager** to lead complex, management-level responsibilities. This role reports directly to the Executive Director and is based full-time in Burnaby. Hybrid or remote work is not available for this position

The successful candidate will lead time-sensitive projects that support the effective delivery of the Centre's registration services, program delivery, post-training support, digital transformation milestones, and user experience improvement KPIs, in alignment with the Centre's workplan goals and priorities as set by the Executive Director.

This position includes key deliverables related to staff learning and development within the Centre's program and service delivery functions.

Strong project management skills are essential, including the ability to scope, plan, and coordinate initiatives from start to finish. Certification in **CPHR** is required; however, equivalent experience will be considered. Secondary consideration will be given to candidates actively pursuing their CPHR or equivalent designation.

The CSIM functions as an assistant to and/or delegate of the Executive Director in Human Resources functions such as collective agreement interpretation, budgeting and the direction of Centre staff including hiring, performance management, leave management and accommodation.

The CSIM will be available on-site as the on-site Manager to triage and address any issues that arise in the absence of other members of the Management Team

This is a **10-month** position ending **April 30, 2026**, and will be reviewed for extension no later than **November 30, 2025**, dependent on funding and organizational needs.

Key Responsibilities:

- Lead in the engagement of Centre staff including performance management, leave management and accommodation in a collective agreement environment,
- Lead business continuity planning and implement operational improvement projects under time constraints.
- Collect and analyze business intelligence data.
- Uses digital tools and business analytics to drive iterative improvements to user experience (UX) and internal processes, engaging staff through collaborative and supportive change management.
- Partner with the Executive Director on operational process mapping and staff learning and development initiatives that support process improvement.
- Design, measure, and deliver staff training and onboarding programs. Work closely with the Executive Director on internal improvements that increase program reach and accessibility, including through a trauma-informed service delivery lens.
- Onboard staff to customer engagement and relationship management platforms.
- Standardize and build staff capacity to use Microsoft Dynamics 365 and related BI tools. Lead process mapping and use results to create trackable business processes, clear service standards, and accessible SOP documentation.
- Serve as the Tenant Incident Commander for emergency preparedness and response at the Burnaby office, ensuring regular training and readiness.
- Execute group and individual performance and knowledge development plans to support the Executive Director in improving Centre services for clients, participants, and partners.
- Supervise staff and participate in labour relations and other management duties as assigned.

Performance Indicators:

- Timely follow-through and collaboration with the Executive Director on assigned projects.
 - High satisfaction levels among staff and program participants regarding Centre accessibility, responsiveness, and physical space experience.
 - Functional systems and physical/virtual learning environments that support accessibility and day-to-day operations.
 - Delivery of staff learning programs and assessments on schedule, with documentation to support future planning.
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Skills and Competencies:

- Experience supporting internal systems that enable high-performing teams.
- Discretion, sound judgment, and the ability to manage confidential matters with integrity—particularly in unionized and diverse environments.
- Proficiency in Microsoft platforms including Teams, SharePoint, Dynamics 365, Business Central, and Power BI is an asset.

Qualifications Required:

- Minimum 2 years' experience supporting internal operations, team planning, or program coordination in complex organizations.
- Chartered Professional in Human Resources (CPHR) designation, or currently pursuing certification or equivalent experience.
- Demonstrated ability to manage cross-functional responsibilities in fast-paced, evolving environments.
- Commitment to equity, inclusion, and the values of worker-led education and safety.

Preference will be given to candidates from equity-seeking groups, including Indigenous persons, persons of colour, persons with disabilities, and 2SLGBTQIA+ persons.

Please apply by sending a resume and cover letter to HR@bcfed.ca