

**LEGAL SERVICES SOCIETY
EXEMPT POSTING**

TO: LSS STAFF
FROM: HUMAN RESOURCES DEPARTMENT
POSITION: MANAGER, DIGITAL DELIVERY
ONE REGULAR FULL-TIME POSITION - VANCOUVER
COMPETITION NO: M053-18
DATE POSTED: JUNE 18, 2018
CLOSING DATE: JUNE 25, 2018
STARTING DATE: ASAP
SALARY: As per the Excluded Management Salary

ROLE OVERVIEW:

Reporting to the Vice President, Public Legal Information and Applications, this position manages and coordinates the provision of internet business applications and services in response to the Society's requirements and provides leadership to departmental staff. The Manager analyzes electronic access and operational support requirements and develops solutions; manages and maintains the Society's websites and multimedia information products. This position researches and makes recommendations to senior management on innovative technological solutions to improve the public's access to the Society's PLI, intake and other services. The Manager also provides operational support to the Vice President, Public Legal Information and Applications and to other divisions.

The following job duties are illustrative examples, and shall not be construed as an exhaustive description of all the work requirements that may be inherent in the job.

KEY ACCOUNTABILITIES:

- Serves as a member of the Managers' Forum;
- Participates with the Executive and Management team in the development of the Society's budget, strategic service plan, collective bargaining strategies and administrative policies; coordinates inter-divisional communications and initiatives; represents the Department on internal committees;
- Determines departmental program, resource and operational priorities and requirements; develops comprehensive plans and strategies to meet identified program and service needs;
- Participates with senior management in the development of divisional and departmental goals, objectives and performance measures in support of the society's strategic service plan;
- Develops and manages the Department's annual budget and is accountable for monitoring, controlling and authorizing expenditures;
- Manages and participates in special projects in area of expertise; makes presentations and participates in Society projects within other areas;
- Hires, terminates, trains, schedules, supervises, evaluates and disciplines Department staff; establishes staff goals and objectives; coordinates and delegates work projects; acts for the Department in processing grievances and applying the collective agreement; authorizes overtime, vacation, salary reviews and job classifications; provides leadership and direction on staff development;
- Hires, approves and oversees the work of consultants and negotiates and signs contracts; monitors and approves work and approves invoices for payment and terminates contracts as required;
- Provides cost-effective, accessible and current online public legal information products and other services for the public;
- Analyzes the Society's internet business requirements and ensures the provision of technical solutions;
- Manages and maintains Society websites and intranet;
- Makes recommendations, provide advice and presents to Executive Management Committee, OPP Committee, the LSS Board and External Stakeholders;
- Provides operations support to the Vice President, Public Legal Information and Applications and other divisions in areas such as project and issues management, operational planning, budgets, performance management, contract management and quality assurance, research and data analysis, strategic initiatives, and training and development; and
- Acts on behalf of the Vice President, Public Legal Information and Applications as required.

QUALIFICATIONS:

Education and Experience

- Undergraduate degree in a relevant discipline such as communications, publishing, computer systems or information management.
- Minimum of six years' related experience with increasing responsibility, in a progressive senior management position preferably in a service related industry.
- Or an equivalent combination of training and experience.

Technical Competencies

- Considerable knowledge of administrative principles, practices and techniques, and of policies, legislation and organizational issues relevant to departmental programs, services and activities.
- Considerable knowledge of financial and resource management principles and processes related to the work.
- Considerable knowledge of current developments and best practices pertaining to departmental activities.
- Considerable knowledge of technological concepts, principles and techniques related to the work.
- Excellent skill in planning, organizing, coordinating and administering departmental programs, services and initiatives and in analyzing related information.
- Excellent interpersonal, supervisory and leadership skills.
- Excellent leadership skills, with a proven track record for setting clear expectations, providing meaningful coaching and feedback, and creating an environment where employees are motivated and able to do their best.
- Excellent skill in communication, facilitation, change management and negotiation.
- Excellent skill in the analysis of business requirements and the development of internet business solutions.
- Ability to make sound decisions considering both departmental and broader organizational implications, and to solve problems in a timely and unemotional manner.
- Ability to exercise sound judgment and tact.
- Ability to establish and maintain effective working relationships with internal and external contacts and to work within a multi-disciplinary team environment.
- Ability to function effectively and under pressure, and to exercise flexibility and adaptability.
- Ability to participate in program planning, implementation and evaluation.
- Ability to interpret, apply, communicate, develop and implement organizational policies and procedures and collective agreements.
- Ability to provide support to the Vice President, Public Legal Information and Applications and other divisions on a wide range of projects and issues.
- Be easily adaptable and flexible to meet changing priorities and resource constraints.

We offer (based on your employment status and affiliation):

- A competitive salary
- Four weeks paid vacation to start that grows the longer you're with LSS
- An excellent employee benefits package, where premiums are 100% paid by LSS
- Support for training and development
- Pension plan
- An employee and family assistance counseling program
- The opportunity to participate in various Employee programs (Employee Wellness, etc.)
- Generous leave provisions (sick time, special leaves)
- 13 paid statutory holidays

Interested candidates should submit a covering letter, together with a résumé, outlining how their qualifications meet the above position requirements, to:

LEGAL SERVICES SOCIETY
Human Resources Department
Competition No: M053-18
400- 510 Burrard Street
Vancouver, BC V6C 3A8
E-mail address: resumes@lss.bc.ca
VISIT OUR WEBSITE AT www.legalaid.bc.ca

We would like to thank all external applicants for their interest but regret that only those shortlisted will be contacted.

The Legal Services Society is committed to building a skilled, diverse workforce reflective of Canadian Society. We are committed to employment equity and encourage applications from indigenous people, visible minorities, women and persons with disabilities.