

Position Identification

Position Title	Director, People and Culture		
Position Replaces	N/A		
Position Level	Director	Position Code	1075
Pay Band	Exempt Band 7	Revision Date	Jul-26
Supervisor Title	VP, People and Culture	Sup. Position Code	1002
Additional Requirement	CRC	CRC	
Exclusion Rationale	N/A	Flexible Work Arrangement	Flexible Work
Division	People & Culture		

Organizational Description

BC Transit is a provincial crown corporation responsible for the overall planning and delivery for all of the different municipal transportation systems within British Columbia, outside Greater Vancouver.

Our Mission: Delivering transportation services you can rely on

Department Summary

People are the heart and soul of BC Transit, People and Culture (P&C) exists to champion humanity, equity, and passion, one interaction at a time. What we do matters. We believe in creating an organizational people culture where employees feel empowered to not only do their best work. Safety, physical, mental health and wellness are prioritized. People are trusted, respected and have clear purpose.

Job Overview

Reporting to the VP, People and Culture, the Director, People and Culture is responsible for the overall design, delivery, and evolution of key people functions within the organization. This role oversees and integrates core functions including Labour Relations, People and Culture Operations and Abilities Management.

The Director plays a critical role in fostering a high-performance, inclusive culture aligned with organizational values and strategic goals. They champion employee engagement, lead cross-functional collaboration, ensure compliance, and optimize processes and policies that support both employee experience and organizational effectiveness.

Key Accountabilities and Expectations

Key Accountability	Expectation
Strategic Leadership	• Provide strategic direction for all departmental People and Culture programs, ensuring alignment with BC Transit's organizational goals and values • Establish, metrics, and key performance indications (KPIs) to measure performance and drive continuous improvement • Lead the development and implementation of process and program improvements based on data, analytics, and organizational needs • Lead and develop the enterprise workforce plan and long-term strategic direction • Define and lead departmental goals, systems, and talent development strategies that build internal capacity • Collaborate with senior leadership on workforce planning, organizational design, change management, and departmental initiatives • Analyze people and culture trends, emerging issues, and benchmarking data to inform strategic decision-making
Labour and Employee Relations	• Establishes BC Transit's labour relations strategy and approach, ensuring alignment with organizational priorities, legal requirements, and government mandates • Provides oversight and strategic direction for organization risk, collective bargaining, grievances, arbitrations, labour relations Board matters, human rights matters, employment standards processes and other significant proceedings • Acts as the executive escalation point for complex, high-risk, precedent-setting, or sensitive labour relations matters • May act as bargaining committee chair or committee member as required • Leads labour disruption planning, strike preparedness and essential services planning activities
People and Culture Operations	• Design and enhance people and culture processes and systems that improve employee experience, service efficiency, and policy compliance • Oversee full-cycle talent acquisition, onboarding, and performance management programs that support recruitment, engagement, and retention • Use metrics and employee feedback to assess operational performance and lead data-driven improvements
Abilities Management	• Oversee the design and implementation of programs related to disability management, workplace accommodations, and return-to-work initiatives

	• Ensure compliance with occupational health and safety legislation and internal policies • Collaborate with legal, insurance, and medical partners to support complex case management and promote employee wellness
Compliance and Reporting	• Ensure compliance with applicable employment legislation, human rights laws, health and safety regulations, and internal policies • Lead policy development, risk mitigation, and internal audits to support operational integrity and legal compliance • Develop regular reporting for executive leadership, providing insights into workforce trends, metrics, and people and culture performance indicators
Leadership	• Lead the strategic and operational planning for the People and Culture department, including project planning, workforce planning, and resource allocation • Contribute to enterprise-wide strategy development and implementation in alignment with business needs • Provides leadership, coaching, and performance management of direct reports to ensure alignment with BC Transit's values • Supports employees in achieving professional growth by aligning career development with organizational objectives, identifying skill gaps, and fostering a culture of engagement and continuous learning
Financial Responsibility	• Develop, manage, and monitor the portfolio's annual operating budget in alignment with corporate priorities • Ensure departmental expenditures are aligned with approved financial plans and meet organizational expectations • Oversee procurement processes including vendor selection, contract management, and performance oversight for external service providers
Stakeholder Relations	• Foster strong relationships with internal departments and external partners to support collaboration and shared goals • Serve as a trusted advisor to leaders across the organization on people and culture-related matters and organizational effectiveness • Promote open communication and a solutions-focused approach in working with union and employee representatives
Additional Duties	• Lead change management initiatives to support the implementation and adoption of new programs, systems, or structures • Make continuous improvement recommendations regarding policies, processes and procedures aligned with best practices • Performs related duties in keeping with the purpose and accountabilities of the job

Summary of Qualifications and Job Specific Competencies

Education	• Post secondary degree in Human Resources, Business or a related field • Chartered Professional in Human Resources (CPHR) designation is an asset
Experience	• 10 years progressive leadership experience within the Human Resources field • Experience working in a complex unionized environment • An equivalent combination of education and experience may be considered
Key job-specific competencies	• Excellent verbal and written communication skills to effectively convey strategic objectives, performance results, and key messages to stakeholders at all levels • Understanding of change management principles and techniques to effectively drive organizational change. • Advanced analytical, problem solving and decision-making skills to identify, mitigate and resolve risks, gaps, and issues pertaining to areas of accountability. • Strategic thinking skills to challenge status quo and enhance processes and programs