



Job Description

Position Identification

Position Title	Manager, People and Culture Operations		
Position Replaces	N/A		
Position Level	Manager	Position Code	1535
Pay Band	Exempt Band 6	Date (last revised)	Jun-24
Supervisor Title	Director, People and Culture Programs	Sup. Position Code	1812
Additional Requirement	CRC	N/A	
Division	People & Culture	Flexible Work Arrangement	Flexible Work

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, P&C Exists to champion humanity, equity, and passion, one interaction at a time. What we do matters.

People and Culture Operations supports the entire employment life cycle. Talent Attraction strives to find the best talent for BC Transit while also supporting internal employee growth. Advisory provides a People first approach to supporting employees and People Leaders by building strong and lasting relationships.

Job Overview

Reporting to the Director, People and Culture, the Manager, People and Culture, leads an operational team that supports all aspects of operational HR within BC Transit. The position provides expert knowledge to the team and business leaders, working with considerable independence and leadership to achieve program outcomes and best practices.

Key Accountabilities and Expectations

Key Accountability	Expectation
Strategy and Best Practices	<ul style="list-style-type: none"> Identifies strategic people programs that enable the development of BC Transit employees and the achievement of BC Transit business strategies Leads and collaborates with others in the People and Culture division and BC Transit Leadership on the development and implementation of strategies to ensure the execution of corporate business and divisional plans, to enhance workplace culture and to increase employee engagement Develops and delivers briefings and presentations on operational people programs Develops and manages KPIs, making data driven decisions and developing data driven strategies Undertakes research, provides reports, maintains current knowledge and applies best practices in the field of Human Resources to ensure the best support is provided to BCT employees and leaders Ensures measures are in place to support the health of the BCT culture so management can take action on issues and opportunities Champions emerging trends in human resource management Supports the People and Culture Advisors and Talent Advisors to ensure continuity across the organization for key initiatives
Practice Management	<ul style="list-style-type: none"> Leads the development and implementation of strategies as they relate to People and Culture Operations and supports and operationalizes multiple strategic people programs. Collaborates with the other People and Culture Leaders to identify leadership and team development needs and provides input in the design, development and delivery of People and Culture programs. Supports people leaders with the development and facilitation of workplace interventions that support culture enhancement, and local workplace performance improvement As necessary, develops course content and facilitates learning programs In partnership with the other P&C leaders, develop and monitor overall People and Culture operational strategies, systems, tactics, metrics and procedures across the organization Provide People and Culture Advisor support to the P&C Division
Labour and Employee Relations	<ul style="list-style-type: none"> In partnership with the Labour Relations team: <ul style="list-style-type: none"> Fosters a collaborative and effective partnership with all three unions, enabling effective grievance management, resolution and administration Enables effective employee relations with non-unionized staff ensuring adherence to BCT policies and applicable statutes and employment law

	<ul style="list-style-type: none"> • Supports workplace investigations and conflict resolution strategies • Supports complex workplace investigations and conflict resolution strategies • Oversees performance management/discipline process.
People Leadership	<ul style="list-style-type: none"> • Support, guide and mentor the People and Culture Operations team on all aspects of Human Resources including employee and labour relations, development activities, and performance management • Manages and provides professional advice to the team of People and Culture Advisors, Talent Advisors and BC Transit Leaders • Leads, mentors, supports direct reports, ensuring their performance aligns with BC Transit values
Financial Responsibility	<ul style="list-style-type: none"> • Manages applicable contracts and vendor procurement, including Requests for Proposal or other procurement process, and vendor selection • Accountable for a program area budget
Additional Duties	<ul style="list-style-type: none"> • Performs related duties in keeping with the purpose and accountabilities of the job

Summary of Qualifications and Job Specific Competencies	
Education	<ul style="list-style-type: none"> • Post secondary degree in Human Resources, Business or related field.
Experience	<ul style="list-style-type: none"> • Seven (7) years of experience in Human Resources, including Two (2) years leading a team • In-depth knowledge of labour and employment law, and HR best practices • An equivalent combination of education, training, and experience may be considered.
Key job-specific competencies	<ul style="list-style-type: none"> • People oriented and results driven • Customer service focused • Excellent active listening, negotiation, and presentation skills • Competence to build and effectively manage interpersonal relationships at all levels of the company • Personal Awareness – builds trust, displays self-awareness and resilience • Acts with integrity – exercises sound reasoning and takes accountability for delivering results that are aligned with BC Transit and employee interests • Teamwork – facilitates collaboration and partnerships across groups

	<ul style="list-style-type: none">• Lead and Motivate – Guides, mentors, and supports employee development. Communicates often and openly. Holds self and team accountable.
Willingness Statement	<ul style="list-style-type: none">• Must be willing to travel on an intermittent and as needed basis.