

Position Identification

Position Title	Manager, Labour Relations		
Position Replaces	N/A		
Position Level	Manager	Position Code	1066
Pay Band	Exempt Band 6	Date (last revised)	Jul-26
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.

Committed to fostering mutually beneficial relationships founded upon collaborative approaches to negotiations, conflict resolution, and Collective Agreement interpretation and administration. Through proactive engagement, effective communication, fair treatment, and adherence to labour standards, we aim to create an environment that supports the interests of employees and the organization.

Job Overview

Reporting to the Director of People and Culture Programs, the Manager, Labour Relations is responsible for leading labour relations activities in BC Transit. The role provides strategic and operational leadership in the administration of collective agreements, grievance and dispute resolution, collective bargaining, investigations, and labour relations governance.

As BC Transit's primary labour relations representative and subject matter expert, the Manager, labour relations promotes consistent and effective labour relations practices, supports organizational risk management, and fosters constructive relationships with union representatives and key stakeholders.

Key Accountabilities and Expectations

Key Accountability	Expectation
Strategy and Best Practices	• Support: Provides expert advice and support to People and Culture Advisors and leaders within the organization on labour relations matters, including contract interpretation, disciplinary actions, grievances, and other labour relations matters. Advises on best practices, strategies, and solutions to effectively manage and resolve labour relations matters while ensuring compliance with relevant legislation, collective agreements, and organizational policies. • Relationship Management: Serves as the primary labour relations representative, building and maintaining positive and collaborative relationships with union representatives, fostering open communication, and working towards mutually beneficial resolutions. Represent the organization in labour relations matters, including attending meetings, hearings, and mediation sessions, as necessary. • Policy, Process and Training Development: Develops, maintains, and continuously improves labour relations policies, procedures, guides, interpretation manuals, and best practices. Leads the development and delivery of labour relations training and capability development for People and Culture Advisors, leaders, and other internal stakeholders. • Governance and Risk Management: Monitors labour relations trends, legislative developments, arbitration decisions, and industry best practices to identify organizational risks and recommend proactive mitigation strategies. • Documentation and Reporting: Maintains accurate records of labour relations activities, including investigations, grievances, negotiations, and outcomes. Prepare reports and analyzes labour relations data, trends, issues, and outcomes to inform leadership decision-making and strategic planning.
Labour Relations Operations	• Collective Bargaining: Provides expertise and strategic support throughout the collective bargaining process, including bargaining strategy development, proposal development, costing, negotiations, and implementation planning. Acts as bargaining committee chair or labour relations lead during collective bargaining negotiations. Oversees implementation of ratified agreements, working with applicable internal stakeholders. • Investigations: Conducts or supports complex labour relations investigations, including matters related to misconduct, collective agreement disputes, unfair labour practices, and other workplace concerns. Provides recommendations and advice on appropriate courses of action based on investigation findings and applicable laws and regulations.

	• Grievance and Dispute Management: Manages grievance framework and provides direction and support to the People and Culture Operations team and leaders in the administration of grievances. Has conduct of all escalated grievance and other labour relations matters, including Standing Committee meetings, mediations, arbitrations, Labour Relations Board proceedings, Worker's Compensation Board appeals, and Human Rights matters. Provides strategic advice and recommendations regarding settlements, risk management, dispute resolution, grievance trends and proactive risk mitigation. • Collective Agreement Administration: Oversees Collective Agreement interpretation and administration across the organization. Develops and maintains interpretation manuals. Provides advice on complex or precedent-setting interpretations and recommends organizational positions. Establishes consistent approaches to collective agreement administration and interpretation across the organization. • Leads Labour Management Meetings, engages relevant parties to resolve union/management issues outside of grievance process where relevant
People Leadership	• Manages Labour Relations Administration position • Leads, mentors, supports direct reports, ensuring their performance aligns with BC Transit values
Financial Responsibility	• 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	• Performs related duties in keeping with the purpose and accountabilities of the job

Summary of Qualifications and Job Specific Competencies	
Education	• Bachelor's degree in Human Resources, Labour Relations, Business, or related field.
Experience	• Five (5) years of experience in labour relations or related field, preferably in a unionized environment. • Strong knowledge of labour laws, regulations, and industry best practices. • An equivalent combination of education, training, and experience may be considered.
Key job-specific competencies	• Excellent communication and negotiation skills, with the ability to effectively interact with diverse stakeholders, including union representatives, leaders, employees, and legal counsel.

	• Strong analytical and problem-solving skills, with the ability to conduct thorough and impartial investigations and provide recommendations based on findings. • Attention to detail, with strong organizational and documentation skills • 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
Willingness Statement	• Must be willing to travel on an intermittent and as needed basis