

Job Title:	Manager, Enterprise Risk, Legal and Claims	Date:	November 09, 2023		
Division:	Finance	Location:	Victoria - VTC		
Department:	Director of Finance	Position No:	1445	Band:	Exempt 6

Description

This position is responsible for oversight and strategic direction to the Enterprise Risk Management, Legal and Claims at BC Transit. This position is responsible for the financial protection of BC Transit's assets and compliance with legislation through leading the development and maintenance of BC Transit's enterprise risk management program, the insurance portfolio, legal and claims along with the contracted internal audit function.

The Manager, Enterprise Risk, Legal and Claims will work with diverse internal and external stakeholder groups on complex and sensitive situations and is required to have advanced relationship building and problem-solving skills. The position assists with policy development, planning and implementation of cross-divisional initiatives and contributes to achieving the corporate goals of BC Transit.

Key Accountabilities

Risk Management Responsibilities:

- Responsible for the development, implementation and management of an enterprise-wide risk management framework and processes to achieve the highest integrity within BC Transit including reputation, financial and operational risk for BC Transit's 57 provincial transit systems.
- Leads the rollout of the Enterprise Risk Management Framework and policy including communication, training, and a feedback loop for business customers.
- Leads the Risk Advisor team in the development, implementation and maintenance of a framework, guidebook, tools, and training for BC Transit's capital program.
- Understands business strategy and designs and supports the development of internal controls to manage business risk while still supporting operational needs.
- Responsible for the development and implementation of key performance indicators and leading-edge risk measures to report significant trends and portfolio characteristics.
- Responsible for ensuring alignment between BC Transit's risk profile and the insurance program.
- Provides strategic advice and guidance to the organization for continuous improvement, regulatory compliance, risk mitigation and audit support.
- Advises on streamlining business processes relating to risk and insurance requirements, while maintaining control and standardization (example: Insurance Requirements Assessment checklists and matrices for procurement contracts).

Insurance Responsibilities:

- Responsible for third party insurance programs: including but not limited to Liability, Property, Director and Officers, Crime, Cyber, and ICBC insurance.
- Manage and maintains insurance policies, including reviewing, negotiating, and renewing policies as necessary. Ensure adequate coverage for various risks and liabilities.
- Establishes and maintains effective working relationships with external contacts such as legal professionals, insurance brokers, underwriters, and claims examiners.

- Monitors and collaborates with other departments on critical incidents, loss reports, vehicle and property damage, legal matters, complex claims, and related confidential information.

Legal Responsibilities

- Oversees all legal matters and acts as the primary contact, ensuring compliance with relevant laws, regulations, indemnities, and industry standards (e.g., contracts, waivers, non-disclosure agreements).
- Coordinates with external legal counsel to address legal issues and ensure adequate legal protection for BC Transit.
- Leads the legal claims process: designs and supports the development of internal controls to manage legal exposures while ensuring alignment to BC Transit's risk tolerance and supporting operational needs.

Internal Audit

- Works with the contracted Chief Internal Auditor and internal stakeholders to integrate and align enterprise risk management into the internal audit program and ensure alignment with the three-year internal audit plan.
- Responsible for oversight of outstanding internal audit recommendations and for liaising with the internal stakeholders to work towards implementation.

Leadership

- Drives transformational change and continuous improvement based on vision of the Enterprise Risk, Legal and Claims, identifying best practices and developing recommendations for leveraging tools, technology, and process to improve the efficiency and effectiveness while also identifying opportunities for cross-department collaboration to develop innovative approaches to service delivery.
- Responsible for hiring, training, performance management, fostering a culture of mentorship and collaboration to enable growth and performance for the team.

Develops influential partnerships with leadership, senior legal counsel and insurance contacts negotiating to result in positive outcomes and protection of BC Transit's assets.

Additional Responsibilities

- Prepares and presents comprehensive reports and analysis on legal, risk, and claims activities for Committees, Senior Leadership, and the Board of Directors, identifying trends, potential vulnerabilities, and areas for improvement.
- Assists with other related areas of the business as needed (i.e., Business Continuity Planning and Emergency Management).

Qualifications

Education:

- Post-Secondary degree in business, finance, law, or a related discipline.
- Completion of one or more risk management or insurance qualifications such as Canadian Risk Management (CRM), RIMS Fellow (RF) designations and Canadian Accredited Insurance Broker (CAIB).

Experience

- Minimum of seven (7) years progressive experience five (5) of which should include senior level management; preference given to those who have worked in a unionized environment.
- Proven success in a similar strategic role in a complex organization, implementing new frameworks and transforming existing processes.

- Demonstrated aptitude for risk management, problem solving, process building and relationship management.
- An equivalent combination of education, training and experience may be considered.