



OMBUDSPERSON
BRITISH COLUMBIA

Job Posting:

Manager of Investigations

Band 3 – Permanent, Full-Time

Salary Range: \$77,700.20 - \$110,000.05

Victoria, B.C.

Make a difference for the people of B.C. in a highly supportive and progressive environment!

Reporting to the Executive Director of Intake and Investigations, the Manager of Investigations leads and manages a team of up to eight Ombudsperson Officers employed as excluded managers under the *Public Service Act*, ensuring that investigations into complaints about a specific sector of public authorities are conducted in a fair, impartial, thorough and timely manner and in accordance with the *Ombudsperson Act* and the *Public Interest Disclosure Act*. Under the authority delegated by the Ombudsperson, working as part of a management team, the Manager of Investigations exercises significant responsibility regarding files that have been assigned to their team. The Manager provides daily guidance to the team on investigative strategies and procedures, dealing with complainants with complex needs, recognizing opportunities for fair resolutions and identifying potential systemic issues, all the while ensuring performance standards are maintained, and addressing any deficiencies that may occur. The Manager also leads and conducts investigations of a complex or sensitive nature as well as leads their team in conducting investigations which are of a systemic nature with responsibility to have the results ready for production and release as a public report.

The Manager leads a multidisciplinary team conducting investigations in response to complaints and disclosures about public organizations in B.C., in accordance with the *Ombudsperson Act* and the *Public Interest Disclosure Act* and develops and delivers presentations to promote fairness, best practices and accountability in public administration.

We are striving to build a diverse team to represent the population we serve and to better meet the needs of our citizens. We encourage applications from Indigenous, Black or racialized persons, women, people with diverse gender identities or expressions, and/or people with disabilities.

This posting is for one permanent, full-time opportunity. An eligibility list may be established to fill similar future vacancies in a full-time temporary or permanent capacity. Temporary positions may become full-time, permanent status. This position is excluded from union membership.

To Apply:

To apply for this position, please review the application instructions and position requirements listed on the careers section of our website at [Office of the Ombudsperson](#).

Applicants who identify as Indigenous may choose to seek assistance with their application by accessing the [Indigenous Applicant Advisory Service](#) available through the BC Public Service.

If you have questions related to the application process, please email the HR Team at Recruitment@bcombudsperson.ca and quote requisition number **83305** in the subject line.

Competition Number: 83305

Closing date: 12:00 pm (noon) PST, January 10, 2022

BC Ombudsperson – B.C.'s Independent Voice for Fairness
<http://www.bcombudsperson.ca/>