Date: July 20, 2023
Competition: 23-62

APPLICATIONS ARE INVITED FOR THE FOLLOWING FULL-TIME REGULAR POSITION

Position:	**Manager, Research and Analytics (Position #1000362)**
Division:	**Institutional Research**
Reporting To:	**Director, Institutional Research**

Justice Institute of British Columbia:

The Justice Institute of British Columbia (JIBC) is a public, post-secondary institution that provides education and training to those who'll be there to support British Columbians and others around the world, when a life is at stake or when health, safety or property is in jeopardy. Work for JIBC and be a part of the big picture – supporting justice and public safety professionals at all stages of their careers in fields including law enforcement, firefighting, paramedicine, security and emergency management.

As a JIBC employee you'll play a role in our educational programming, which also includes complementary and related areas of study – from conflict resolution, mediation, leadership and counselling, to cybersecurity, business intelligence, and tactical criminal analysis – as well as applied research in the justice and public safety fields. Join our team and help us prepare JIBC graduates to contribute to safer communities and a more just society.

Position Summary:

We are looking for a curious and creative Manager, Research and Analytics to join our small but mighty team. You will have a unique opportunity to build an analytics program from the ground up for an organization that is eager for insights. Use your big data skills to create a self-serve analytics environment and develop evidence to empower complex decision-making. You will also provide critical data governance leadership to help ensure data is fit for its intended purpose and ready to be transformed into meaningful information. This is a fantastic opportunity to join a high impact and growing team and leverage your advanced analytical skills and leadership acumen to help JIBC deliver on its mission.

Primary Responsibilities:
Manages enterprise analytics, business intelligence and reporting

- Leads the development and execution of Institute-wide analytics and reporting solutions that integrate data from multiple sources to provide meaningful insights that drive purposeful and strategic decision-making across JIBC
- Designs, builds and deploys advanced dashboards and multi-dimensional datasets and conducts forecasting and modelling using advanced analytics

Conducts and manages research projects

- Designs research approaches to evaluate the effectiveness, efficiency and quality of programs, services, policies, and strategies using valid, reliable, and ethical research methodologies
- Conducts analysis and presents evidence, conclusions, and recommendations to support decision-making and continuous improvement

Supports Organizational Data Governance

- Manages the data catalog, ensuring variable definitions are aligned across systems and with relevant external standards.
- Coordinates the development of new definitions with all data stewards and contribute to the improvement of data management practices.
- Collaborates with Technology Services to inform data models, integrations, and the design and standardization of data marts, warehouses, or lakes.
- Provides data literacy training and support to employees across JIBC, empowering staff to be informed navigators across the complex world of enterprise data.

Team Development and Leadership

- Manages data analysts and co-op students. Oversees work related to enterprise reporting and business intelligence and provides constructive feedback and coaching.
- Leads team members to define shared and individual goals and achieve target deliverables. Monitors, assesses, and develops staff performance.
- Supports the team to ensure they have the skills, clarity and resources necessary to ensure objectives and deadlines are met and projects are completed within budget.
- Fosters an environment of collaboration and a strong service excellence culture.

Organizational Leadership

- Participates in the development of team plans while championing organizational strategic and business goals, providing recommendations for continuous improvement initiatives, innovative approaches, and the associated policies and procedures to achieve those goals.
- Engages with staff and leaders at all levels of the organization to support and drive a culture of informed decision-making and accountability.
- Maintains a commitment to employee equity, diversity and inclusion, including indigenization. Ensure these principles are embedded throughout all the work of the division.
- Monitors trends and advancements to maintain personal expertise in research, analytics and data governance, and makes recommendations for changes applicable to JIBC.
- Collaborates with government and the post-secondary sector on data governance, research, and reporting standards and initiatives.

Qualifications & Requirements:

- Post-graduate degree in a research-intensive field such as operations research, data science, social sciences, or statistics
- Minimum of five years of progressively senior-level experience in research and complex data analysis or equivalent combination of education and experience.
- Familiarity with the post-secondary sector and experience with academic and administrative processes and systems is an asset.
- Project management and change management experience would be assets.
- An equivalent combination of education, training, and experience may be considered;

Knowledge, Skills and Abilities

- Strong end-to-end technical proficiency in business intelligence and reporting including overall governance of reporting and dashboarding environments.
- Demonstrated ability to apply a variety of qualitative, quantitative, and mixed research methodologies and conduct statistical analysis, with knowledge of advanced analytics methods.
- Proficient in designing and executing research, reporting and data visualizations using diverse applications such as Tableau, Power BI, SPSS, Nvivo, Excel, Qualtrics, and SQL Server Reporting Services.

- Knowledge of data governance principles and best practices, Experience designing master data management solutions is an asset.
- Fluent in programming languages to extract and manage data (e.g., SQL, Python, R).
- Knowledge of dimensional data models, operational data stores, and experience with relational databases.
- Ability to lead and influence ongoing development of a data-driven culture focused on continuous improvement.
- Exceptional analytical and problem-solving abilities with meticulous attention to detail.
- Excellent communication skills and the ability to effectively present information. Ability to explain complex ideas clearly and concisely and convey advice persuasively.
- Ability to manage multiple simultaneous assignments and meet negotiated deadlines.
- High degree of ethics and sound judgment to manage sensitive, confidential, or contentious information.
- Superior collaboration skills, with a strong service orientation.
- Highly motivated and self-directed. Able to work with limited direct supervision.
- Experience leading others, and the ability to motivate and engage teams, while driving performance outcomes.
- Models respectful and inclusive workplace behaviours, and demonstrates a commitment to meaningful outcomes in diversity, equity, and Indigenization.
- Ability to think innovatively and creatively in planning and developing a fresh approach to existing activities, with a continuous improvement perspective and incorporating best practices

We offer a total compensation package that includes a benefit plan, which includes Extended Health and Dental Benefits after three months, and enrollment in the College Pension Plan upon hire. In addition, we offer 20 vacation days and 10 Personal Days annually (pro-rated in first year), as well as generous other leave entitlements.

Posting Date:	**July 20, 2023**
Closing Date:	**August 8, 2023**

Please submit a *resume, covering letter and copies of academic credentials*, **quoting Competition #23-62 via email to: People and Culture at hr@jibc.ca**

For more information about this position, please contact: Tracey Carmichael, Director, Institutional Research at tcarmichael@jibc.ca.

Justice Institute of British Columbia believes in creating accessible programming, workplaces and spaces that reflect the community we serve. Our desire is to continue to build an inclusive culture that encourages, supports, and celebrates the diverse voices of our employees and students and where everyone feels empowered to share their experiences and ideas.

We encourage applications from members of groups that have been marginalized on any grounds named under the B.C. Human Rights Code, including sex, sexual orientation, gender identity or expression, racialization, disability, political belief, religion, marital or family status, age, and/or a person of Indigenous ancestry.

Justice Institute BRITISH COLUMBIA

LEARNING THAT TAKES YOU BEYOND