



Please note: This is an example of a job profile for a position with the Independent Investigations Office of BC. Differences between this example and job profiles for roles that are being recruited should be expected. Please refer to the posting to confirm the official role requirements. The version published with a posting is to be taken as correct for the position.

TITLE: CHIEF OPERATING OFFICER

MINISTRY: ATTORNEY GENERAL

WORK UNIT: INDEPENDENT INVESTIGATIONS OFFICE

SUPERVISOR TITLE: CHIEF CIVILIAN DIRECTOR

PROGRAM

The Independent Investigation Office of BC (IIO) is an independent, civilian-led agency with jurisdiction to investigate serious harm and fatal incidents involving police, including municipal police departments and the RCMP in order to determine whether or not an officer may have committed an offence. The IIO has jurisdiction over all provincial policing agencies, including municipal police agencies, the RCMP, the South Coast BC Transportation Authority Police Service, and the St'l'atl'imx Tribal Police Service. The IIO's jurisdiction also extends to officers appointed as municipal constables, and includes on- and off-duty officers, special provincial constables, and detention guards.

JOB OVERVIEW

The chief operating officer (COO) is responsible for the delivery of effective leadership, advice and support for all facets of administrative operations within the IIO, with specific accountabilities for decisions involving finance, human resources, labour relations, information technology, internal and external communications, media & stakeholder engagement, security, internal policy development, privacy, records management, and facilities. The position provides expertise and advice to the chief civilian director (CCD) aimed at addressing any administrative issues and challenges needed to improve service delivery effectiveness. The COO builds and maintains key strategic relationships with senior levels of government to ensure that the IIO continues to efficiently and effectively deliver on its mandate.

The COO is a member of the IIO's executive team that establishes the overall direction for the organization. The COO provides operational direction and oversight on a wide range of projects aimed at increasing effectiveness and engagement of all staff and is relied upon to provide advice and recommendations on all non-investigatory matters that affect the organization. The COO also provides leadership in the development and implementation of a program management framework and establishes policies and processes for best practices research to support continuous improvement for the IIO.

The COO reports directly to the CCD and leads the corporate division of the IIO.

Examples of accountabilities include:

Example September, 2025

Chief Operating Officer

Page 1 of 3

- Oversees all facets of business operations for non-investigatory activities, including finance, human resources, labour relations, information technology, internal and external communications, media & stakeholder engagement, security, internal policy development, privacy, records management, and facilities. Identifies priority initiatives in consultation with the IIO executive team.
- Oversees the development and implementation of the IIO's people, financial and information technology plans ensuring that risk assessment, cost, and emerging HR, financial and IT trends are considered, and that the operational needs of the organization are integrated with the overall Ministry of Attorney General resource management planning processes.
- Cultivates and maintains strategic relationships with key senior provincial government contacts (Ministry of Attorney General, Corporate Services Management Branch, Ministry of Public Safety & Solicitor General, Office of the Chief Information Officer, etc.) in order to support the IIO in successfully delivering on its mandate.
- Leads the IIO's strategic plan process. Partners with the IIO executive team and Ministry of Attorney General resources to foster and promote a culture of innovation and organizational excellence and ensures the implementation of human resource initiatives (e.g., resource planning, recruitment measures, retention and engagement initiatives).
- Oversees the corporate services division staff in the delivery of functions whose focus include:
 - a. Planning, coordinating, developing and monitoring of annual budgets and forecasts.
 - b. Financial policies and processes are in place to effectively utilize the financial resources allocated to the IIO.
 - c. Developing issue papers, business cases, forecasts and reports regarding program operation and amendment for presentation to the executive team.
 - d. Appropriate facilities, asset and records management processes.
 - e. Ensuring best practices are understood and applied to address, plan and organize responses to security and safety related concerns.
- Oversees the implementation of policies, guidelines, systems and procedures, and establishes accountability and monitoring frameworks. Identifies appropriate operational standards to measure work performance and assess the financial impacts of existing service delivery and new program initiatives.
- Provides strategic insight and leadership to staff in the development of a stakeholder relationship strategy and secures the appropriate levels of resources (e.g., people and financial) to achieve stakeholder relationship goals.
- Ensures that strategic operational priorities are coordinated, leveraged and implemented to drive optimised operations throughout the organisation.

QUALIFICATIONS

Education and Experience:

- A university degree in a related area such as business administration, public administration, or other related discipline.
- Minimum of seven (7) years progressively more responsible management experience with a minimum of three (3) years' experience leading in a corporate services environment.

- Experience establishing and maintaining cooperative and productive working relationships with internal and external parties at a senior level.
- Experience providing strategic advice in a public-sector environment, developing and executing strategic plans, business plans and service plans.
- Experience managing the day-to-day operations of a complex and multifaceted organization with a span of control that would normally include human resources, information technology, project management, financial planning, management systems and reporting.
- Preference may be given to applicants with direct management experience in leading and supporting the creation of a unique work unit, organisation or business area, or experience leading and supporting an organisation through a period of significant change or transformation.
- Preference may be given to applicants with a professional financial, project management, human resources or other designation relevant to the position.

An equivalent combination of education and experience may be considered.

Knowledge, Skills and Abilities:

- Excellent interpersonal skills, and the ability to develop strong, collaborative relationships with senior government contacts and external stakeholders.
- Strategic thinker with demonstrated ability to influence others and gain consensus.
- Effective communication (written and verbal) and presentation skills.
- Demonstrated strengths in leading, coaching and motivating all levels of employees, creating a culture of empowerment, creativity and innovation.

Successful completion of Enhanced Security Screening and RCMP Enhanced Reliability Screening is a requirement.

SAMPLE COMPETENCIES

- Executive Presence
- Vision and Goal Setting
- Promoting Empowerment
- Creating and Managing Change
- Solving Problems Creatively
- Building Strategic Alliances
- Motivating for Peak Performance