



BUSINESS ANALYST, Process and Procedure
(Posted: August 29, 2024 – September 12, 2024)

Job Id #: 24084-Admin

Position: **Business Analyst – Administration**
ISSofBC Terminal Location
Temporary one-year position at 35 hours per week starting as soon as possible

At ISSofBC we believe in:

- ❖ Working with **purpose**
- ❖ We aspire to **improve**
- ❖ We cultivate **belonging**
- ❖ We are **genuine**

Why choose us!

Join ISSofBC, one of the largest and first newcomer and refugee agencies in Canada. As well as being a values-driven organization, we pride ourselves on diversity, inclusion, innovation, and transparency. You can make lifelong friends and connections when you join our family. What's more, we also have multiple locations and offer flexible working and shorter working weeks than most organizations.

Summary:

This position will have the responsibility of developing process and procedural documents in collaboration with programs across the organization which analyze business processes, service delivery, and systems/training development. You will be a critical role in ensuring clarity, consistency and compliance. The position requires attention to detail, strong written and oral communication skills and an understanding of the programs, processes, accreditation and funder requirements. This position will require collaboration across the various programs with different levels of management.

Reporting to: Chief Program Officer, Language and Career Services and Chief Program Officer, Settlement and Refugee Services

How You'll Make a Difference

- Collaborate with stakeholders to develop clear, concise and comprehensive process and procedural documents, manuals, and related materials that align with the organization and program's goals, funder and regulatory requirements, and industry standards.
- Conduct research on best practices for programs ensuring the development of business processes, tools, systems, and procedures to support the development and implementation of program documentation and training.
- Identify and analyze trends or needs to standardize practices across the programs at ISSofBC and support the development or revision of service standards, business processes and training needs.
- In consultation with the Director and other operational departments, develop annual training plans for staff, build out and facilitate training sessions and develop a comprehensive onboarding framework for new staff.
- Support Program Managers by facilitating and administration of training related to the processes and procedures developed and ensuring that evidence of training is documented and retained.

- Work with program and administrative leaders to develop, implement, and review quality metrics, measurement and assessment tools, processes and targets to meet quality standards and parameters.
- Develop and implement processes to ensure compliance with records management requirements.
- Performs other related duties as assigned.

What You Bring:

Completion of a Bachelor's degree in Business Administration supplemented by a minimum of one (1) year of recent related experience in process and procedural documentation OR and the equivalent combination of training and experience acceptable to the employer.

What Makes You a Change Maker

- Demonstrated ability to communicate effectively in both written and oral English.
- Demonstrated knowledge of the development and implementation of program documentation.
- Project management and coordination.
- Strong communication skills to be able to interview with all levels of staff across the organization.
- Experience working in projects in the social services field and/or with government bodies would be preferred.
- Proficiency in all aspects of Microsoft Office Suite.
- Service-oriented with a demonstrated willingness to help the department and the organization achieve desired objectives and targets.
- Possession of and the ability to maintain a clear provincial criminal record check.
- Ability to travel to other ISSofBC locations as required.
- Ability to carry out the duties of the position.

ISSofBC Value Proposition:

- Expected Hiring Salary: **\$26.47 - \$29.13** per hour * Dependent on education, training, experience, and internal equity. Role Salary Range: \$26.47 – \$37.09 per hour ** Wage grids are reviewed annually
- 105 hours of vacation and 35 hours of personal leave.
- Extended health and dental benefits upon joining.
- Employee and Family Assistance Program (EFAP).
- Employer RRSP contribution at 3% with no required employee contribution. Optional employee RRSP contribution at 1-5% with employer contribution up to 5%.
- Values-based organization with collaborative peers with a wide range of backgrounds and talents.
- Inclusive culture and innovative workplace with opportunity for new approaches.

ISSofBC's mission and values emphasize inclusivity and recognition of individuals' unique talents. In recruiting and developing our staff, we see strength in diversity of backgrounds, lived experiences, and identities. We welcome and encourage applicants who bring new perspectives and experiences to our team.

Applications must include "**24084-Admin**" in the **subject line** and can be sent to: jobs@issbc.org. **All applicants are requested to submit a Cover Letter, outlining their interest in this role, and Resume as a single document in doc or pdf format.

For Internal Applicants – existing employees and volunteers, please indicate "INTERNAL <job ID number>" in the subject line. Immigrant Services Society of British Columbia is committed to attracting and sustaining a diverse and inclusive workforce. Applicants must be eligible to work in Canada. Satisfactory completion of a Criminal Records Check is a condition of employment. Only those candidates considered for an interview will be contacted. **Closing Date: September 12th, 2024.**

If you are passionate about making a difference, apply now!