

JOB DESCRIPTION

Job title:	Chief, Corporate Services Officer
Salary grade:	11
Reports to:	Chief Executive Officer
Date:	January 2021

SUMMARY:

The Chief, Corporate Services Officer (CCSO) is a key business enabler for the corporation and holds an important advisory role to the Chief Executive Officer. This position is a multidisciplinary role involving the leadership of FBCL's technology and people strategies with oversight of information management, internal communications, security, administration, corporate reviews and disclosure as well as legal services. This role also leads the enterprise risk management and compliance monitoring functions. Additionally, the CCSO provides also guidance and some support to FBCL's subsidiary, The Seaway International Bridge Corporation as well as having the opportunity to be nominated to represent FBCL on bi-national bridge Board of Directors.

The CCSO provides corporate leadership in articulating, developing and implementing strategies, frameworks and approaches to optimize information technology and cyber-security, promote modern human resources management practices, lead corporate health and safety, and corporate security, direct strategic internal communications and leverage information management at FBCL. The incumbent provides key advice to the Chief Executive Officer, the Board of Directors and other senior executives in these areas of responsibility.

This CCSO must establish effective relationships with FBCL's subsidiary, U.S. partners, key stakeholders, central agencies as well as represent FBCL to outside organizations. The incumbent is a key leader in the development and implementation of standards for corporate services across the bridge portfolio. The FBCL corporate services team includes approximately 12 employees.

DUTIES AND RESPONSIBILITIES:

Under the direction of the Chief Executive Officer, the Chief Corporate Services Officer contributes to the overall strategic direction, competitiveness and results of FBCL as a member of the senior leadership team, and is responsible for:

Information Technology (35%):

- Owns, defines and provides oversight to the information technology strategic plan.
- Oversees and directs the IT roadmap, improves and refines IT processes and develops IT client service culture.
- Partners across leadership functions and key stakeholders to define opportunities, identify and prioritize IT investments supporting organizational initiatives across all departments.
- Ensures continuous availability, performance and sustainability of technology-enabled revenue generating, safety and security and corporate systems.
- Develops and embeds excellent communication practices with the technical team and across the corporation to ensure a high degree of alignment.
- Leads strategic information security planning to achieve business goals by prioritizing defense initiatives and coordinating the management of information security technologies.

- Ensures effective, efficient, secure and uninterrupted operation of IT systems and services at FBCL.

Human Resources (35%):

- Provides direction and oversight for the FBCL human resources management framework.
- Provides strategic advice on organization design, employee relations and change management.
- Oversees the development and implementation of policies and procedures in the areas of remuneration, labour relations including the negotiation of a collective agreement, staffing, classification and occupational health and safety.
- Accountable for corporate compliance in regards to the *Canada Labour Code*, *Pension Act*, *Official Languages Act*, *Multiculturalism Act*, etc.

Information, Risk and Security Management (15%):

- Oversees the provision of all services related to information management, ensuring that appropriate policies, plans and procedures are in place to meet government requirements (e.g. record retention, digitization).
- Provide guidance and leadership to internal process automation and work-flow management.
- Accountable for corporate compliance in regards to the *Access to Information and Privacy Acts*, *Library and Archives Canada Act* and various related legislation.
- Leads reporting and continuous improvement of enterprise risk management.
- Responsible for security plan oversight.

Internal Communications (10%):

- Provides leadership to the development and implementation of comprehensive strategic internal communications strategies to advance FBCL's engagement levels and information exchange in support of corporate objectives.
- Exercises judgment to proactively.
- Oversees the day-to-day activities of the internal communications function, in consultation and briefing of senior management, and completes appropriate governmental responses in areas of responsibility, and other supporting material as needed. .

Administrative and Legal Services (5%):

- Responsible for the planning, and direction of the internal audit, legal services and compliance functions, supported by external consultants, as required.
- Oversees the development and implementation of a multi-year internal audit plan for the corporation, reporting to the Finance and Audit Committee.
- Manages office facilities for FBCL headquarters in Ottawa and provides oversight for the main office facilities in Point Edward.
- Represents FBCL and its subsidiary in all corporate matters with external stakeholders.

ESSENTIAL QUALIFICATIONS:

Education:

- A bachelor's degree from a recognized university in a speciality related to the duties of the position and/or an equivalent combination of education and experience

Experience:

- Minimum 10 years relevant experience including at least 3 years in a senior leadership role managing policies, practices and frameworks in technology, human resources, risk management, internal communications and administration)
- Significant experience in the management of human resources and a unionized environment
- Experience in providing strategic advice to executive management on policy and corporate services management issues
- Demonstrated experience in building partnerships with a variety of internal and external stakeholders for the achievement of results

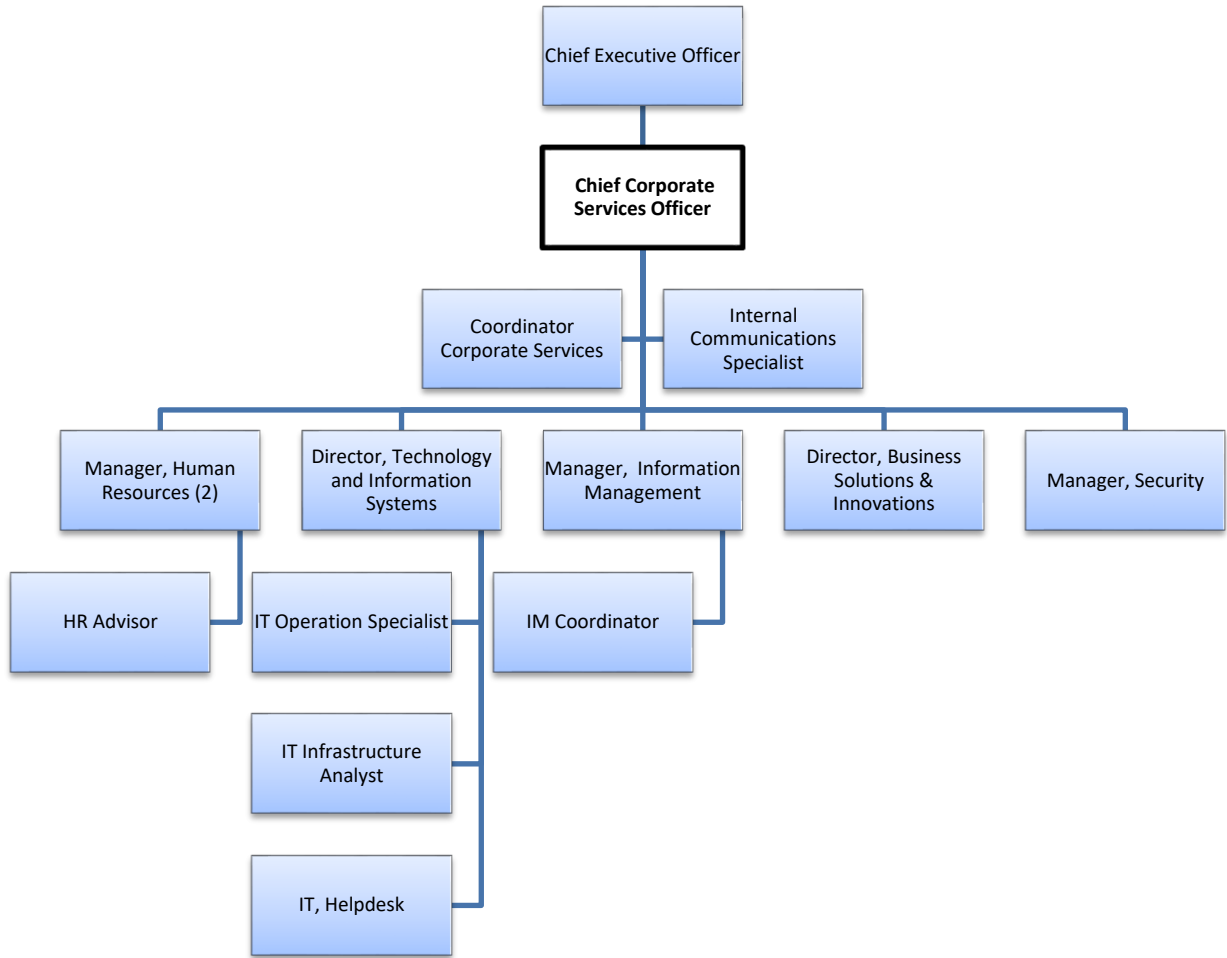
Knowledge and Skills:

- Strong knowledge of government priorities and business practices including the role of central agencies
- Highly conversant with current and emerging technologies and cyber-security risks
- Strong knowledge of applicable federal and provincial legislation, policies and trends in information technology, human resources, information management and privacy security and risk management, internal communications and internal audit
- Good understanding of Crown corporation governance and the role of the Board of Directors.
- Strong interpersonal skills
- Excellent communication (both oral and written) and presentation skills in both official languages.
- Outstanding negotiation, conflict resolution and problem solving skills.
- Competencies: strategic orientation and leadership; client focus; values and ethics.

Mandatory

- Language - English and French are essential, at an advanced level for both written and oral skills
- Have the ability to travel regionally within Ontario and to the United States
- Hold a valid passport
- Possess a valid driver's license
- Hold or successfully qualify to obtain a valid Government of Canada Secret level security clearance

REPORTING RELATIONSHIPS



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SIGNATURES :

Incumbent

Date

Chief Executive Officer

Date

Appendix

Problem Solving and Key Challenges

<u>Key Area</u>	<u>Expectations</u>	<u>Frequency</u>
Information Technology Management	<p>This position must ensure effective, efficient, secure and uninterrupted operation of IT infrastructure, systems and services at FBCL.</p> <p>Leads development and delivery of corporate-wide strategic technology plan.</p> <p>This position acts as the Chief Information Officer ensuring that technology solutions meet the business needs.</p>	Ongoing
Human Resources Management	<p>Oversees all human resources management functions to ensure FBCL due diligence including compliance with all applicable laws and regulations and efficient and effective human resources practices.</p> <p>Oversees the compensation and HR environment at FBCL to ensure that FBCL can continue to attract, motivate and retain qualified and capable personnel, while meeting all legislative requirements.</p> <p>This position must foster positive employee relations and maintain productive relationships with employee representatives.</p>	Ongoing
Information Management	<p>Oversees all information management functions to safeguard FBCL records and ensure efficient and secure access for staff.</p> <p>Keeps abreast of evolution in information management and applicable legislation/regulations.</p>	Ongoing
Risk Management	<p>Providing leadership on risk management.</p> <p>Advises the CEO on key risk areas and collaborates corporate-wide for accurate reporting of strategic risks in FBCL's Corporate Risk Profile and Risk Register.</p> <p>Ensures that a strategic risk assessment process is established, in which key risk areas are analyzed, managed and used to guide policy and planning processes.</p>	Ongoing
Internal Communications	Provides direction to the internal communications function and engagement strategies	Ongoing, periodic
Internal Audit and Compliance	This position is required to develop multi-year audit plans, liaise with auditors and report on completed audits to the Finance and Audit Committee. Also	Periodic

	oversees the FBCL compliance regime in the areas of official languages, access to information and privacy, amongst other legislative requirements.	
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Additional Information for Job Evaluation Purposes Chief, Corporate Services Officer

WORKING RELATIONSHIPS

<u>Contact</u>	<u>Purpose/Result of Contact</u>	<u>Frequency</u>
Board of Directors, Board Committees	To provide information and advice, respond to enquiries and report on matters related to corporate services.	Ongoing, and bi-monthly meetings
Professional consultants/auditors/suppliers	To negotiate requirements and costs, and acceptance of final deliverables; to represent FBCL as senior point of contact with audit consultants and the Auditor General (on non-financial matters), to address service issues.	As required
Representatives from central agencies (TB, OAG, PCO) and Transport Canada	Key senior point of contact to represent FBCL interests in responding to requests for information, and attending senior level government meetings on corporate matters in areas of responsibility.	Weekly - monthly, depending on activities
U.S. partners and bridge managers at senior management level	To discuss, consult and obtain information at a senior-management level on IT, and audit requirements, and to resolve any issues related to these corporate services.	Periodically in response to issues or requirements

WORKING CONDITIONS

i) Physical Effort

Minimal X
Moderate
Rigorous

Prolonged sitting at desk, but free to move around.

ii) Physical Environment

Minimal X
Moderate
Rigorous

Office environment, with regular exposure to computer monitor.
Travel within Ontario and to the United States (quarterly)

iii) Sensory Attention

Minimal
Moderate
Rigorous X

Visual attention to review a broad range of high volume and often sensitive and/or urgent, documents (audits, technology briefings and reports, personnel documents). Listening skills to respond effectively and negotiate with government officials, union officials, suppliers, etc.

iv) Mental Stress

Minimal
Moderate
Rigorous X

Involves accountability for a broad range of programs and services, unpredictable internal demands and changing priorities, dealing with senior government officials, Board of Directors, multiple deadlines – at times urgent, crisis management for IT security, internal communications and operational issues, and short response times for urgent issues and requests.