



Job Title: Director, Research & Analytics

Job ID: 20220325

Location: Greater Vancouver

Full/Part Time: Full-Time

Regular/Temporary: Regular

A career at TransLink and our family of companies means working with people with a wide range of skills and perspectives, all teaming up towards a common goal: preserving and enhancing the region's world-envied quality of life. Together, we connect the region and enhance its livability by providing a sustainable transit and transportation network, embraced by our communities and people.

At TransLink we are dedicated to building a workforce that reflects the diversity of the communities in which we live. We're committed to fostering an inclusive, equitable and accessible workplace, recognizing the unique value and skills every individual brings. Looking for a great place to work where your contributions are valued and you can make a difference in a vibrant city? At TransLink, one of BC's Top Employers, you'll help make Metro Vancouver a better place to live, built on transportation excellence. Put your future in motion!

### **Responsibilities**

#### **PRIMARY PURPOSE**

Directs transportation system research and analytics program in the delivery of advanced and complex research, forecasting, and data analysis, which influences significantly on enterprise-wide and regional strategic planning and policy initiatives with high risk and sensitivity. Serves as a key strategic partner to the VP, Trans Planning & Policy (the VP) in the development of tactical and strategic plans to meet Division goals and improve organizational and business processes.

#### **KEY ACCOUNTABILITIES**

Participates as a member of the division leadership team, supporting the VP in development of divisional plans, and sharing accountability for divisional achievements. Partners with the VP in building team capability to deliver strategic priorities of divisional goals on work process improvement, streamlining, structured budget, effective business planning and development, efficient allocation of resources, divisional wide staff training and development, development of new tools, templates or standards, and incubation of emerging strategic organizational or governance initiatives.



Supports the VP by directing translation of endorsed key strategies into operational plans for all reporting areas. Sets strategic direction for the Research & Analytics program in support of divisional and enterprise initiatives, as well as regional requirements for partner agencies. Establishes targets and measures, making adjustments as necessary to keep achievement of departmental goals and objectives on track.

Builds and develops relationships with executives and business leaders to increase efficiency and effective responsiveness into existing practice, provides recommendations on strategic planning and resolution of politically sensitive issues, and helps to define new operational strategies, working with the VP and executives on special projects. Supports and communicates with executives in decision-making, program management, and initiative implementation.

Directs research and analytics functions in delivery of advanced and complex research, forecasting and data analysis. Provides broad direction and strategy on interpretation of complex research and analytical findings into strategic information. Ensures that up-to-date technology solutions are in place to support broad planning and project management strategies. Proactively challenges assumptions and determines validity and impacts of strategic insights, upon which critical, high risk, enterprise and regional planning and policy initiatives and decisions will be based.

Oversees multiple complex, high value projects with enterprise-wide and regional scope, high risk, and political sensitivity. Ensures appropriate structure, evaluation, engagement and decision-making for diverse projects and initiatives.

Anticipates research and analytics requirements, ensuring the program is positioned to respond accordingly. Directs development and refinement of the operating framework, including related standards, methods, models, systems, tools and processes. Implements the necessary controls to identify and mitigate risks for the program.

Develops reports at regular intervals to keep the VP apprised of the status of initiatives and activities, alerts the VP to critical issues as they emerge and recommends risk management strategies. Provides research and analytics-related advice and insights to the CEO and executives. Participates with the VP in delivery of presentations at the executive level and to the Board as required.

Directs development of trusted, respectful, and strategic relationships, and highly responsive interaction with internal and external stakeholders and partners for the purpose of cross-department coordination of business plans, aligned to overall divisional priorities. Determines how data and model will be shared with regional partners; represents TransLink in public forums and panel discussions; and provides advice and expertise on politically sensitive matters.

Manages, develops and coaches reporting managers, and also oversees all people management



for indirectly reporting staff. Oversees contractors and consultants, including negotiation of agreements and contracts, and resolution of related issues.

## **Qualifications**

### EDUCATION AND EXPERIENCE

The requirements for this job are acquired through a University degree in business administration, urban and environmental planning, transportation, or closely related field, plus ten (10) years experience including progressive levels of management accountability in public or private sector transit or transportation and/or urban planning, and/or administration; with senior level experience working with large-scale transportation projects that require technical skill and political business acumen.

### OTHER REQUIREMENTS

Expert knowledge of the theories, principles, practices, methods and techniques pertaining to complex transportation modeling, forecasting, qualitative and quantitative research, analysis, and statistics.

Advanced knowledge of TransLink's vision, mission and values, long term strategy, and strategic priorities.

Advanced business acumen with emphasis on business strategy, policy development, capital project development, staff forecasting, organization culture, political sensitivity, change management, community outreach, finance, diversity, and innovation.

Advanced analytical, critical-thinking, problem-solving and decision-making skills.

Strong ability to build complex cross-group/department plans, drive, track, and report execution progress.

Expert interpersonal and communication skills to provide a high level of expertise to influence others, and to engage with internal and external stakeholders on research and analytics initiatives, including politically sensitive matters. Must be able to manage conversations with executives from multiple disciplines.

Advanced planning and organizational skills to translate strategies into operational plans and initiatives, and to manage the delivery of complex research and analytical services for the enterprise

Advanced leadership and people management skills.



Direct experience working in a local government setting would be an asset.

### **Other Information**

Recruitment Process: An applicant will be required to demonstrate their suitability for this position by meeting the minimum level of qualifications and experience in order to be invited into the selection process. A standard interview format will be used including general, scenario and behavioural descriptive interview questions.

### COVID-19 Safety Vaccination Policy

To support public health, and protect the health and safety of our employees, customers, and their families, TransLink employees will be required to be fully vaccinated against COVID-19 and will need to provide proof of full vaccination status in compliance with the employer's COVID-19 Safety Vaccination Policy.

Accommodations may be applicable under the BC Human Rights Code. Should an applicant be unable to provide proof of full vaccination and should an accommodation be requested, additional information will be required to determine whether the individual is entitled to be accommodated.

### **Work Schedule**

37.5 hours per week.

### **Work Designation**

Hybrid

This position offers the flexibility of working both on-site and remotely within B.C.

### **Rate of Pay**

Salary starting from \$157,217 per annum

The Total Compensation Package includes Extended Health, Dental, Transit Pass and enrollment in the Public Service Pension Plan. Focus on your development through tuition reimbursement, training, and mentorship programs. Enjoy a variety of health and wellness programs, including access to gym facilities. Speak to us to know more about what we offer.

### **How to Apply**



Please go to <http://www.translink.ca/careers> to apply for this position and view instructions on the process.

INSTRUCTIONS: Please save your (1) cover letter, and your (2) resume as one pdf document prior to uploading your application on-line.

Posting Date: April 22, 2022

Closing Date: Open until filled

Please note that only those short listed will be contacted.

Having trouble applying? Please view the System Requirements & FAQ's by going to <http://www.translink.ca/careers>.

### **Equal Employment Opportunity**

We are an equal opportunity employer committed to creating and supporting a diverse and inclusive workforce that is free of all forms of discrimination. We are committed to providing reasonable accommodations and will work with you to meet your needs. If you are a person with a disability and require assistance during the application process, please reach out! We celebrate our inclusive work environment and welcome members of all backgrounds, skills and perspectives.

Accommodations are available on request for candidates taking part in all aspects of the selection process. For a confidential inquiry, simply email us at [jobs@translink.ca](mailto:jobs@translink.ca).