



Toronto Transit Commission (TTC)

Chief People Officer

The Toronto Transit Commission (TTC) is North America's third-largest transit system and has been recognized as one of the top places to work in the Greater Toronto Area. Guided by a forward-thinking [strategic plan](#), the TTC's vision is to be a transit system that makes the City of Toronto proud. The TTC's recruitment efforts are directly aligned to its mission of providing "a reliable, efficient, and integrated bus, streetcar and subway system that draws its high standards of customer care from [its] rich traditions of safety, service and courtesy."

Central to the provision of service excellence are the people behind delivering it. Within this framework it's important to acknowledge the indelible impact that diverse organizations have on the customer experience, uniquely positioning such organizations to deliver an experience that's truly nuanced and continuously improves. It is within this context that the TTC—dedicated to *the better way* in all its forms—invites nominations and applications for the role of **Chief People Officer (CPO)**.

Reporting to the Chief Executive Officer or delegate and closely partnering with the Chief Diversity and Culture Officer on strategic projects focused on key people initiatives, the CPO is responsible for planning, directing, and overseeing all activities of the People Group's staff, ensuring a high level of performance and quality in line with the organization's People objectives. Among the many departments and responsibilities under the purview of the CPO, the incoming leader will oversee the broad spectrum of Human Resources deliverables (encompassing Employment Services, Occupational Health & Claims Management, Employee Development, and Employee Relations), Training & Development (encompassing Bus Transportation Training, Rail Transportation Training, Bus Maintenance Training, Rail Maintenance Training and Curriculum Development & Education), the organization's Service Centre (encompassing Payroll Services and Service Centre Operations), as well as Policy Development and Labour Relations.

Qualifications

Among the qualifications being sought in candidates, the incoming leader must have a deep and abiding commitment to advancing reconciliation, equity, diversity, and inclusion in all its forms and must believe, intrinsically, in the importance of leading with curiosity and welcoming ideas that can later be synthesized and turned into possibility. While all candidates are encouraged to apply and, in so doing, share how

they see themselves adding value to the TTC environment, the following credentials and/or experiences are seen as possible markers of the candidates most likely to realize success in the role: A) comprehensive knowledge of the delivery and management of both a wide and diverse range of services related to all aspects of human resources management; B) significant experience and exposure to all aspects of labour relations, unions, and collective bargaining; C) a proven record managing complex budgets, formulating and implementing strategic goals and objectives, and devising and administering policies and long-range programming; D) superior analytical, problem solving, facilitation, negotiation, and presentation skills; and; E) a degree from a recognized post-secondary institution, preferably in the area of Business Administration, Industrial Relations, or a related field, with the possession of a Certified Human Resources Professional (CHRP) designation considered an asset.

How to Apply

The TTC is committed to upholding the values of equity, diversity, anti-racism and inclusion in the delivery of its services and in its workplaces, and is committed to fostering a diverse workforce that is representative of—at all levels of the organization—the communities that it serves. The TTC supports an inclusive environment where diverse employee and community perspectives and experiences bring value to the organization.

The TTC encourages applications from all applicants, including members of groups with historical and/or current barriers to equity, including but not limited to Indigenous, Black and racialized groups, people with disabilities, women and people from the LGBTQ(IA+) community. The TTC values and supports an inclusive and barrier-free recruitment and selection process. In accordance with the Accessible Canada Act, 2019 and all applicable provincial accessibility standards, accommodation will be provided throughout the recruitment process to applicants with disabilities.

The TTC is partnering with BIPOC Executive Search to ensure an applicant list that is diverse and is as intersectional as possible. All interested applicants can send their resume to Jason Murray by e-mailing jmurray@bipocsearch.com, or can apply through the BIPOC Executive Search mobile app.

We thank everyone for their expression of interest—and are truly appreciative of the time individuals put into applying—but with the limitations of time only those selected for an interview will be contacted.