

Position Manager of Compliance
As at January 2018

A regulatory agency established by the provincial government in 1958, the Real Estate Council of BC (the Council) works to protect the public interest by enforcing the licensing and licensee conduct requirements of the *Real Estate Services Act*. The Council is responsible for licensing individuals and brokerages engaged in real estate sales, and rental and strata property management. The Council also enforces entry qualifications, investigates complaints against licensees and imposes disciplinary sanctions under the Act.

The Council's experienced, professional staff carry out various regulatory functions, including licensing, education, audits and inspections, investigations and discipline. The Council is now seeking a Manager of Compliance.

Reporting to the Director, Legal Services, the Manager of Compliance will lead the Compliance Department staff in ensuring the consistent and timely assessment, investigation and resolution of complaints against real estate licensees. The Manager of Compliance will also lead investigations for the suitability for licensing utilizing a best practices investigative framework.

The hallmarks of success of this role will be the leadership and empowerment of a team of committed staff, identifying process improvements and modernization opportunities, and establishing robust training and development programs for compliance officers, all while ensuring transparency for the process and its outcomes.

The Manager of Compliance will be an exceptional people and process leader who understands the value in mentoring his/her team in an atmosphere of respect and collaboration in support of the Council's values and principles. Protecting the public interest, improving industry standards, supporting stakeholder and partner consultation, promoting education and licensing, fostering frank and open communications and seeking out cost-effective modernization of business practices will be at the forefront of this position. He/she must be a progressive thinker with proven experience in process improvement, change management and empowered leadership.

The ideal candidate is a seasoned leader with a strong track record of delivery. He/she may have spent a significant portion of their career in complex investigations in a highly-regulated environment.

To discuss the position in confidence, please call or email **Lynda Schroeder, Senior Consultant:**

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