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OPPORTUNITY PROFILE CHIEF INFORMATION OFFICER



**LIQUOR  
DISTRIBUTION  
BRANCH**

the right people

## BC LIQUOR DISTRIBUTION BRANCH | CHIEF INFORMATION OFFICER

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## THE ORGANIZATION

## BRITISH COLUMBIA LIQUOR DISTRIBUTION BRANCH

The BC Liquor Distribution Branch (LDB) is one of two branches of government responsible for the cannabis and liquor industry in BC, operating the wholesale distribution of beverage alcohol and non-medical cannabis within the Province as well as the household retail brands of BC Liquor Stores and BC Cannabis Stores. As the sole buyer and re-seller of liquor in the Province of BC's mixed public-private model under the Liquor Distribution Act, the LDB contributes more than \$1 billion annually in revenue to the Province, providing financial support for a variety of vital public services such as health care, education, and social services.

With a workforce of approximately 5,000 full and part-time employees and operating 198 retail liquor stores and 25 retail cannabis stores across the province, the LDB is one of the largest retailers in BC, and sees more than 40 million retail customer visits annually. Every year, the LDB purchases beverage alcohol from over 1,000 Canadian and international suppliers and manufacturers, and supplies product to more than 10,000 BC bars, restaurants, wholesale customers, and private retailers.

The LDB is a unique government entity that operates with similar independence to a Crown Corporation under the direction of a General Manager and CEO. To best serve the interests of its customers and stakeholders, the LDB manages the importation, warehousing, and distribution of beverage alcohol to outlets throughout BC; promotes the safe and responsible use of beverage alcohol; and establishes sound policies to ensure the LDB develops and implements programs and services aimed at deterring the sale of beverage alcohol to minors.

To learn more, please visit the BC Liquor Distribution Branch's [website](#).



## THE OPPORTUNITY      CHIEF INFORMATION OFFICER

Reporting to the General Manager and CEO, the Chief Information Officer provides overall vision, direction and leadership in the effective planning, implementation and sustainment information systems and supporting infrastructure technologies within the Branch. This includes developing strategic plans and budgets and directing activities of the Information Technology division. The position provides vision and direction to Branch executive and senior management staff relating to corporate and Branch information technology issues, objectives, policies, and procedures. This position is responsible for the achievement of Corporate Strategic Plan objectives and Department Business Plan Objectives, through the effective and efficient utilization of resources.

The CIO is accountable for technologies and their implementation to provide efficient business processes, as well as, providing data and information in a useable format to ensure informed decision making for the Liquor Distribution Branch (LDB). These include internal Systems/Applications, Data/Information and Infrastructure that support the enterprise as a whole, plus the retail and wholesale divisions. The scope also includes unique websites that provide services to employees, suppliers/vendors, wholesale customers and the general public.

The position provides strategic leadership and direction regarding development of strategies and plans for technology and information plus identifies potential initiatives that align with business goals and prepares the LDB for change and the future. The CIO establishes the organization that will support the business including alternative methods of service delivery and in addition, prepares the branch for business continuity/disaster recovery.

The position is accountable for governance as it relates to legislation, regulation & developing LDB standards.



The CIO is responsible for the establishment of the architectural design for systems, security, infrastructure and data that enable business operations. In addition, this area is responsible for the procurement of software and hardware, related vendor management and enforcing architectural and security standards and software usage compliance.

The CIO is accountable for the efficient and reliable systems & continuous operations of the LDB. The scope includes all departments & units for the Enterprise & Retail/Wholesale Supply Chain for Liquor & Cannabis. This includes one head office, three LDB distribution centres, approximately 200 liquor retail stores, approximately 35 cannabis retail stores, & their associated external facing web services through 4 data centres.



## Accountabilities

### Strategic Planning

- Leads the branch information technology vision and leadership, ensuring the alignment with the Corporate Strategic Plan; directs the identification of branch information technology issues, sets goals and objectives, establishes work plans and tactics by leading the planning and implementation of corporate and departmental Information Technology strategy and plans,
- Participates in the strategic planning processes of the Branch; develops policies and programs to respond to changes in information technology business environments, legislation, public opinion and fiscal realities; monitors the management of performance indicators that accurately reflect allocation of physical and human resources as they apply to delivery of services,
- Leads the strategic planning processes of the Information Technology Division; ensures development of programs and processes in timely response to changes in business environments.

### Operational

- Develops and fosters effective working relationships with government, operations, legal counsel,



suppliers, and service providers to facilitate a smooth running LDB retail, wholesale, and distribution network and revenue collection,

- Provides vision and direction to Branch executive and senior management staff relating to corporate and Branch information technology issues, objectives, policies, and procedures,
- Oversees six IT departments: retail liquor, wholesale liquor, cannabis, corporate, security and technology.

#### Financial

- Participates in the development and administration of an annual capital budget in regard to projected costs for all LDB technological projects including supply chain, financial, and other corporate services,
- Guides development and administration of annual information technology operating budget including salary, administration expenses, ongoing hardware needs and software licenses. Identifies and implements methods of expense monitoring; provides leadership and direction to other departments to ensure optimum utilization of technical resources,
- Oversees the negotiation and administration of license agreements of all technologies and their compliance to LDB technology standards and administration of license agreements for all technologies in LDB stores, distribution centres and office facilities; recommends, prioritizes and initiates capital expenditures by identifying needs and verifying purchases.

#### Human Resources

- Oversees the ongoing leadership, training, development and succession planning of IT staff. This includes the recruitment, training, and performance management of staff

#### Special Requirements & Working Conditions

- Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check as required by the ministry,
- Ability to do occasional overnight travel (domestic, international) as required,
- Office environment.



## Position Requirements

### Education & Experience

Degree in Information Technology or Business Management with a minimum of 10 years of recent, related experience\* **OR** Equivalent combination of education, training and experience may be considered (i.e., 12 or more years of recent, related experience)\* with a diploma or certifications in Information Technology or Business Management.

\*Recent, related experience must have occurred in the last 15 years and must include the following:

Progressive management experience in an IT environment at a senior level including the following:

- Strategic planning including the identification of branch information technology issues, setting goals and objectives in response to changing information technology business environments,
- Experience with budget development and administration i.e., projected projects costs, annual operating budgets including salary, hardware/software licenses etc.,
- Experience leading, coaching and management of senior level IT staff, including performance management.

Preference may be given to those candidates with any of the following experience:

- Experience with large-scale organization change effort, certification in change management preferred i.e., Prosci, CCMP, etc.,
- Experience with succession planning including proactively

### Knowledge

- Comprehensive knowledge of information technology environments, processes and tools,
- Demonstrated knowledge of planning and leading large-scale projects.



## Skills and Abilities

- Demonstrated ability to develop and maintain positive working relationships with external and internal customers/clients and government stakeholders,
- Proven ability demonstrating good judgment and organizational skills and must possess effective communication and interpersonal skills,
- Demonstrated ability to lead, develop & manage a diverse work group of supervisors/managers & staff,
- Demonstrated ability to communicate effectively to all levels within an organization,
- Demonstrated ability to negotiate, facilitate and influence where there are competing interests.

## Behavioural Competencies

In addition to the three Public Service Core Competencies (Service Orientation, Results Orientation, and Teamwork & Cooperation) the following competencies are requirement of the position:

- Strategic Orientation
- Business Acumen
- Innovation
- Change Leadership
- Decisive Insight
- Developing Others
- Empowerment
- Leadership
- Building Partnerships with Stakeholders
- Impact & Influence
- Creating & Managing Change (Strategic Leadership)
- Solving Problems Creatively (Strategic Leadership)

For more information about behavioural interviews, competency definitions, and to watch interview videos, please visit: [Competencies in the BC Public Service](#)





## COMPENSATION

A competitive compensation package will be provided including a competitive base salary and excellent pension and benefits. Further details will be discussed in a personal interview.

## FOR MORE INFORMATION PLEASE CONTACT:

Morgan Maguire or Greg Longster

LEADERS INTERNATIONAL EXECUTIVE SEARCH

#880—609 Granville Street

Vancouver, BC V7Y 1G5

Phone: (604) 688-8422

Email: [vancouver@leadersinternational.com](mailto:vancouver@leadersinternational.com)

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