

Director of Enforcement & Adjudication

Unit: Regulatory Affairs

Location: Burnaby, BC

Supervisor's Title: Vice President of Regulatory Affairs

Approved Classification: Excluded, Level 3

Who we are and what we stand for

Consumer Protection BC is a not-for-profit regulator responsible for overseeing certain sectors and specific types of consumer transactions. Our vision is a province where all citizens of BC are empowered in their transactions as a result of rigorous and consistent business compliance and through the provision of information.

We are a small team of dedicated and passionate individuals who champion our corporate values of curiosity, integrity and impact. These employee-chosen values guide the delivery of our services and can be seen in our daily work. We are an equal opportunity employer and workplace, where all individuals are supported in a safe environment that is committed to continuous learning.

What you will be doing

The Director of Enforcement & Adjudication is recognized as an authority in investigative and adjudicative practice, possessing deep knowledge of investigative principles, administrative fairness, and evidence management. The role provides strategic management and execution of complex regulatory investigations and quasi-judicial adjudications, ensuring all activities align with Consumer Protection BC's legislated mandate, strategic priorities and procedural standards and provides confidential advice that informs executive decisions and policy recommendations.

The incumbent will conduct quasi-judicial hearings, issue well-reasoned and legally defensible decisions, and exercise statutory authority to impose binding orders and significant monetary penalties. They provide direction to enforcement staff, review evidence and reports for adequacy, and determine appropriate pre-hearing actions such as property freeze orders, demands for records, and inquiries.

This position also serves as a key advisor on legislative and policy matters, providing expert interpretation of consumer protection laws, offering training on administrative law and enforcement processes, and advising internal departments on regulatory and legislative enhancements.

Specifically, the Director of Enforcement & Adjudication will perform the following duties:

Adjudication & Enforcement Authority

- Conduct quasi-judicial hearings in a fair and impartial manner, following principles of natural justice and administrative law.
- Issue well-reasoned, legally sound, and transparent written decisions.

- Exercise authority to impose binding orders and significant monetary penalties with potential impact on businesses and individuals.
- Acts with a high degree of autonomy and independent judgement in making decisions that significantly affect reputational, legal and regulatory risk for the organization and public policy.
- Determine whether to issue pre-hearing orders such as property freeze orders, demands for records, and inquiries.
- Manage sensitive communications and settlement discussions with businesses and their legal counsel, maintaining professionalism and procedural integrity.

Investigative Oversight, Leadership & Capacity Building

- Serve as the organizational expert in investigative practice, ensuring investigations are conducted with fairness, rigour, and adherence to due process.
- Oversee and, when appropriate, perform investigations on complex or high-priority regulatory files.
- Provide file direction to enforcement staff and prioritize or dismiss cases consistent with Consumer Protection BC's legislated mandate.
- Provide expert guidance and mentoring to enforcement staff on complex investigative and analytical matters.
- Review enforcement reports to ensure the sufficiency and reliability of evidence prior to adjudication.
- Provide expert interpretation of consumer protection legislation and administrative law and deliver organization-wide training to strengthen legislative understanding, administrative law principles and investigative best practices.
- Contribute to continuous improvement of Consumer Protection BC's investigation, enforcement, and adjudication frameworks to support consistency, transparency and accountability.

Policy, Interest Holder & Strategic Engagement

- Work closely with the government relations team to provide confidential policy advice to senior leadership and government officials on the development, enhancement, and modernization of consumer protection laws.
- Routinely assess and manage highly sensitive information and participate in confidential government consultations while operating under strict confidentiality obligations, including formal confidentiality and non-disclosure agreements.
- Work closely with the public relations team to ensure external messaging about enforcement actions is accurate, balanced and appropriate for the audience.
- Foster collaborative relationships with other regulators and interest holders to share knowledge, identify best practices and strengthen regulatory consistency.
- Monitor emerging issues, enforcement trends, and legislative gaps to inform regulatory and operational priorities.

Other job-related duties may be assigned, as required.

What you should know

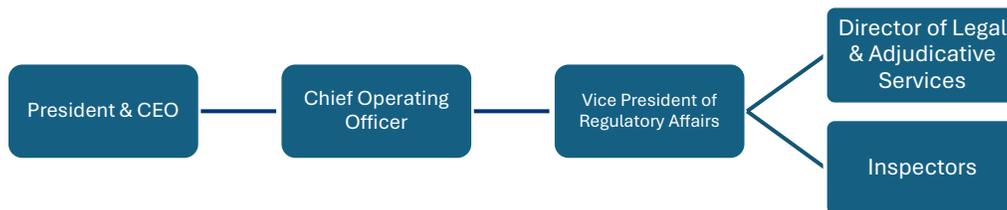
This role has unique working conditions and special requirements you should be aware of:

- This position handles confidential, sensitive and restricted information related to enforcement actions, adjudicative decisions and government legislative and policy development that is not appropriate for inclusion within the bargaining unit.
- Required to complete a criminal record check.
- Required to sign and adhere to Consumer Protection BC’s Standards of Conduct.
- Some travel and work outside of normal hours of operation may be required.

Who you will be working with

- **Supervisor:** Keeps the Vice President of Regulatory Affairs informed of issues arising from work performed and seeks clarification in relation to work duties.
- **Executive Leadership:** Directly advises executive leadership on confidential and sensitive legislative interpretation and policy development, including matters not appropriate for broader organizational distribution.
- **Other departments:** Collaborates and communicates openly with other Consumer Protection BC departments, holding our values of curiosity, integrity and impact in mind.
- **Legal Counsel:** Works with legal counsel as necessary on complex and sensitive work.
- **Interest Holders:** Engages with other regulatory agencies and government to exchange information while maintaining professional independence and confidentiality.

Organizational Chart



What we are looking for

Education & Experience

- University degree in law, public administration, criminology, or a related field; a law degree (LL.B. or J.D.) is considered an asset.
- Extensive experience conducting and overseeing complex investigations.
- Demonstrated experience in quasi-judicial decision-making or adjudication.
- Proven ability to interpret/apply legislation, assess evidence and prepare defensible decisions.
- Experience providing legal, policy, or legislative advice in a regulatory environment.
- Experience mentoring professional staff.

Knowledge, Skills & Abilities

- Deep understanding of investigative methodologies, evidence assessment and administrative fairness.
- Comprehensive knowledge of administrative and regulatory law principles.
- Exceptional analytical, reasoning, and written communication skills.
- Strong judgment and ability to make complex, high-impact decisions.
- Proven ability to work collaboratively across departments and with external stakeholders.

- Skilled at balancing enforcement objectives with fairness and transparency in decision-making.
- Proficient knowledge of Office365 suite and familiarity with Internet-based computer applications.
- Strong, ethical and effective work acumen with a positive attitude.
- Ability to thrive in and embrace a flexible environment that is prone to rapid change.

Values & Competencies

Our corporate values guide the delivery of our services and our everyday work and behaviour:

- **Curiosity:** We seek out information in a fair and balanced approach. We create space for continuous learning and diverse perspectives.
- **Integrity:** We take ownership of and responsibility for our work. We treat others with respect and dignity.
- **Impact:** We empower others by providing resources and education. We strive to make a positive difference.

Our core competencies, those we expect every person at Consumer Protection BC to hold, are:

- **Teamwork:** The ability to work cooperatively within diverse teams, work groups and across the organization to achieve group and organizational goals.
- **Listening, Understanding & Responding:** The ability to understand accurately and respond effectively to both spoken and unspoken or partly expressed thoughts, feelings and concerns of others.
- **Service Orientation:** The desire to identify and serve others, who may include the public, colleagues, other organizations and government.
- **Flexibility:** Ability and willingness to adapt to and work effectively within a variety of situations, and with diverse individuals or groups.

Position competencies, those we expect the successful candidate in this role to hold, are:

- **Strategic Orientation:** Link long range visions and concepts to daily work, ranging from a simple understanding to a sophisticated awareness of the impact of the world at large on strategies and on choices
- **Judgement, Decision Making & Problem Solving:** Analyze problems systematically, organize information, identify key factors, identify underlying causes and generate solutions.
- **Integrity:** Actions are consistent with that one says are important. Communicates intentions, ideas and feelings openly and directly and welcoming openness and honesty even in difficult negotiations.
- **Expertise:** Motivation to expand and use technical knowledge or to distribute work related knowledge to others.
- **Influencing Others:** influence, persuade, or convince others to adopt a specific course of action. It involves the use of persuasive techniques, presentations or negotiation skills to achieve desired results
- **Relationship Building:** Build or maintain ethical relationships with people who are, or may be, potentially helpful in achieving work related goals and establishing advantages.