

Manager, Bylaw Services

DEPARTMENT:	Planning and Development	STATUS:	Regular Full Time
NO. OF POSITIONS:	One	UNION:	Exempt
HOURS OF WORK:	37.5 hours per week	SALARY:	\$ 121,740- \$ 134,245 annually (2024 rates) + comprehensive benefits package

As a central hub in the Metro Vancouver area, the City of New Westminster delivers a broad spectrum of urban services to over 85,000 residents. New Westminster is rich in history with a viable and thriving economy and has a population representative of the diversity of the region. The City is staffed by talented and dedicated employees who work together to achieve its strategic vision. We have earned a proud reputation for civic leadership, service delivery, and outstanding employee relations.

Reporting to the Director, Community Services, this key position will provide specialized enforcement leadership related to achieving the City and Council’s objectives as codified in the City bylaws governing private property, excluding animal control and parking enforcement, to promote community health, safety and well-being. As well as developing and implementing enforcement strategies including creating and updating policies and regulations to ensure alignment with Council priorities and department objectives. The ideal candidate will possess 8–10 years of progressive professional experience, of which at least 5 years should be in a managerial or supervisory role.

Key Accountabilities:

- Manages the operations of the Bylaw Services Division including reviewing, prioritizing and assigning work requests from City staff, Council and the community and determining staffing and financial resources required ensuring coordination of work with City-wide strategic priorities and the financial plan while adhering to the City’s principles on equity, diversity and inclusion.
- Oversees the investigation and enforcement of City bylaws related to private property, excluding animal control and parking enforcement, to promote community health, safety and well-being.
- Manages enforcement of City bylaws employing a compassionate and trauma-informed model that prioritizes education, voluntary compliance, transparency and fairness, and is consistent with governing legislation.
- Manages complex or high-profile complaints and enforcement matters; coordinates legal actions, ticketing and court proceedings as needed, in consultation with legal services and relevant management.
- Acts as key liaison between the City and residents, businesses, New Westminster Police, and other external agencies.
- Liaises directly and consults with interdepartmental City technical staff and management to seek input on enforcement matters or determine an appropriate approach on issues with multiple-department and/or City-wide implications.
- Develops and implements enforcement strategies, policies and regulations aligned with Council priorities and department objectives; identifies and recommends process improvements and innovative solutions to enhance the efficiency and effectiveness of service delivery; defines the scope and work plan for related policy and regulation initiatives.
- Manages a team of professional staff engaged in implementing enforcement of, and in supporting administrative management of, interdepartmental bylaws governing private property in the city.
- Performs and completes reviews, analysis and development of related policies on complex or politically sensitive issues.
- Contributes to the annual work program and operating budget discussions and deliberations; participates in cross-departmental and inter-departmental initiatives, such as development of policy and regulations with implications to private property enforcement, and implementation of the City’s strategic plan.
- Manages staff, scheduling, assigning and reviewing work, coaching and developing, performance management, making hiring and job termination recommendations, and all other people management practices. Provides direction and advice to other City staff for areas relating to accountability and oversees the work of outside consultants.
- Participates in a wide range of department, City and inter-jurisdictional meetings or committees.
- Prepares reports and delivers presentations, making recommendations for appropriate action.
- Performs related duties in keeping with the purpose and accountabilities of the job.

If you have the following qualifications, we would like to hear from you:

- Completion of a a university degree in Public Administration, Law Enforcement, Criminology or related discipline; plus considerable experience in municipal bylaw enforcement or regulatory services, including sound supervisory or leadership experience; or an equivalent combination of education, training and experience.
- Bylaw Enforcement and Investigative Skills Certification, along with training in conflict resolution or mediation is strongly preferred.
- Considerable knowledge of the concepts, practices and techniques of local government administration, and property enforcement.
- Considerable knowledge of municipal strategies, functions and programs.
- Considerable knowledge of the relevant legislation, bylaws, regulations, rules and policies.

- Experience with quasi-judicial functions such as Remedial Action Requirements (RARs) and show cause hearings.
- Sound knowledge and experience in administering the legal and technical matters related to enforcement.
- Highly developed ability to exercise sound, consistent judgment, to formulate strategies to address a variety of enforcement issues.
- Well developed strategic problem solving skills and strong ability to exercise good judgment in making decisions on a variety of complex bylaw enforcement issues, resource allocation and priority determination.
- Investigation and research skills, including to carry out technical research studies.
- Planning, coordination and project management skills to coordinate the division's operations and to integrate the work of the Division with City strategic direction and department objectives.
- Communications expertise, emotional intelligence and interpersonal skills to establish and maintain effective working relationships across internal and external contacts.
- People leadership skills to supervise the work of professional, technical and administrative staff.
- Valid Class 5 BC Driver's Licence.
- You have the ability to successfully pass and maintain a Police Information Check.

We offer our employees great work-life balance, competitive salaries, comprehensive health, benefit and retirement plans (a percentage in lieu of benefits for auxiliary positions), education and training opportunities and challenging and rewarding work.

Join a team of enthusiastic and innovative employees, and help us build a vibrant, compassionate, resilient city where everyone can thrive.

Please apply with your cover letter and resume in one document at www.newwestcity.ca/employment by **December 7, 2025**.

To support a workforce that reflects the diversity of our community; women, Indigenous Peoples, racialized individuals, persons of diverse sexual orientation, gender identity or expression (LGBTQ2S+), persons with disabilities, and others who may contribute to diversity of our workforce, are encouraged to express their interest.

New Westminster is on the unceded and unsundered land of the Halq'eméylem-speaking peoples. It is acknowledged by the City that colonialism has made invisible their histories and connections to the land.

We are learning and building relationships with the people whose lands we are on.

*We thank all applicants for their interest and advise that only those selected for an interview will be contacted.
This position is only open to those legally entitled to work in Canada.*