



The **Library of Parliament** is a non-partisan organization providing stimulating and rewarding work in support of Canadian parliamentary democracy. We recognize that our employees are our most important asset and, as such, we offer excellent benefits, a minimum of four weeks vacation leave, learning opportunities to support professional and career development, competitive salaries, and more!

The **Public Education Programs (PEP)** section delivers the Library's public, educational and visitor programs, which help to educate and inform Canadians about Parliament and its institutions with a variety of tools and resources, including guided tours, exhibits, and print and web resources.

We are currently looking for candidates to staff the following position: **Program Officer, Recruitment and Training**.

The Parliamentary Tour Program, as part of Public Education Programs, is responsible for delivering and facilitating a variety of services for parliamentarians as well as onsite programs for the public on behalf of Parliament. The **Program Officer, Recruitment and Training** is responsible for planning, developing and executing all aspects of the Tour Guide recruitment, as well as planning, developing, and delivering a full training curriculum for all employees of the Tour Program. If you are searching for a team-oriented environment that is ever changing and fast-paced, this position is right for you.

PROGRAM OFFICER, RECRUITMENT AND TRAINING
PARLIAMENTARY TOUR PROGRAM
PARLIAMENTARY INFORMATION, EDUCATION AND
RESEARCH SERVICES

Indeterminate position

MPA-3 (\$73,887 - \$87,404)

(Bilingual staffing – imperative: CBC/CBC)

NOTE: This selection process will also be used to establish a pool of prequalified candidates that could be used to staff determinate and indeterminate positions at the Library of Parliament that require similar knowledge or competencies.

For the purposes of this selection process, the competencies listed in the attached Competency Profile will be evaluated.

The following knowledge criteria will also be evaluated:

- In depth knowledge of heritage interpretation, visitor services, including theories, methods and techniques
- In depth knowledge of Canadian and parliamentary history, the system of government and legislative process, and the art and architecture of Parliament
- Knowledge of human resources management specifically regarding recruitment, selection and evaluation practices and techniques and experience in interviewing.
- Knowledge of, coaching, and mentoring practices and techniques and experience in providing guidance
- Knowledge of instructional design and adult learning theories, practices, principles and techniques and experience in planning and delivering training programs
- Knowledge of project management
- Knowledge of the Library of Parliament's mission, mandate, organizational structure and culture and knowledge of Parliament's structure and culture
- Strong interpersonal skills, including sound judgment, effective analytical skills, tact, and diplomacy

To be considered, candidates must have:

- Successful completion or post-secondary education in a field related to the duties of the position OR an acceptable combination of relevant education, training and experience
- Experience in planning, developing, and delivering multi-day trainings OR experience in recruitment and staffing including conducting interviews
- Excellent communication skills, including verbal briefing and business writing skills. Skills in using a variety of communications vehicles and adapting them to suit a diverse audience.
- Experience in coaching/mentoring and providing feedback
- Excellent organizational skills, including the ability to manage multiple and competing priorities at once

Assets

- Experience in establishing quality assurance policies, standards and procedures for exceptional quality in preparation and delivery of training materials and methods

Candidates retained in this selection process will be required to obtain:

- A successful second-language evaluation (Bilingual staffing – imperative: [CBC/CBC](#))
- A successful pre-employment screening

Additional Information:

- This selection process is open to the public and to employees of the Library of Parliament, the Senate, the House of Commons, the Office of the Senate Ethics Officer, the Office of the Conflict of Interest and Ethics Commissioner, the Parliamentary Protective Service, and the Office of the Parliamentary Budget Officer.
- This position requires some overtime and weekend work; and may undertake intensive travel throughout the annual national recruitment campaign
- This selection process will include a second-language evaluation, a written qualifying exam, and an interview. The interview will consist of behavioural, situational and knowledge-based questions. Candidates will be required to pass each stage in order to move to the next stage of the selection process.
- Qualified candidates from this selection process may be considered for determinate or indeterminate positions at the Library of Parliament that require similar knowledge and/or competencies.
- Education and experience requirements will be used to determine which candidates will be asked to participate in the next stage of the selection process.
- Satisfactory references and proof of education are essential conditions of appointment.
- Travel and relocation expenses are the responsibility of the candidates.
- The Library of Parliament believes that the excellence for which it is known is enhanced by nurturing an inclusive workplace that embraces diversity, values differences and supports the full participation of all employees. The Library is committed to creating and maintaining a diverse workforce reflecting the communities we live in and work in, the clients we work with, and Canadian society at large.
- Must be legally allowed to work in Canada

Apply no later than Sunday, May 9th, 2021 – 11:59 p.m. (Eastern Time).

To apply, please send us your curriculum vitae, along with a covering letter indicating how you meet each of the education and experience requirements of the position. Please quote **Staffing Process 20-LOP-12** in your documents and, if you apply by email, in the subject line of your email.

Send us your application:

By email: LOPCareers-CarrieresBDP@parl.gc.ca

By fax: 613-995-9582

By mail: 50 O'Connor Street
Library of Parliament
Human Resources Directorate
Ottawa, ON K1A 0A9

Questions? Contact Human Resources at 343-542-4872 or by email at LOPCareers-CarrieresBDP@parl.gc.ca.

We thank all those who apply. Please note that only those selected for further consideration will be contacted.