

### **Policy and Research Officer**

The Tourism Industry Association of Ontario (TIAO) is the authoritative voice of the tourism and hospitality industry in Ontario, representing 200,000 businesses and 400,000 people who work in the sector, and generating more than \$35 billion in economic activity throughout the province (at pre-COVID levels). Founded 15 years ago, TIAO has grown to be a galvanizing force in the tourism industry, advocating to ensure a policy and business environment conducive to the success and growth of the tourism industry. An association of more than 1,400 members, TIAO supports the industry through education and networking events including the annual Ontario Tourism Summit.

Uniquely affected by COVID-19, the tourism industry was the first to be affected by the pandemic and will likely be the last to recover. Government mandated closures, restrictions on operations and capacity and falling consumer confidence mean that tourism businesses are facing unprecedented challenges. Over the past twelve months, TIAO has been successful in working with both federal and provincial governments to deliver a series of economic support packages to support the tourism industry during the COVID-19 pandemic.

### **Job Description**

Reporting to the Vice President of Policy and Government Affairs, the Policy and Research officer will coordinate research and develop and implement policy recommendations in collaboration with our members and partners to achieve the goals and objectives of TIAO in support of the tourism industry.

\*One-year contract (Position to be reviewed at the end of the period)\*

Salary Range \$45 – 55k

### **Main Responsibilities**

- Research, analyze and develop policy recommendation on a range of federal, provincial and municipal legislative and regulatory issues to support the association to maximize support for the tourism industry.
- Consult, collaborate and draft economic and regulatory proposals for federal, provincial and municipal budget consultations.
- Monitor and identify relevant government consultations and research and prepare responses on behalf of the association and the industry as a whole.
- Lead key research and policy development on a variety of key files including Labour, transportation, affordable housing.
- Conduct and/or work with our partner organizations to gather research, provide key information an analysis, draw conclusions and make recommendations to the senior management team.

- Develop coordinate and implement all consultation processes with members, stakeholders and partner organizations.
- Support TIAO's policy advisory committee, including drawing up a work program.
- Prepare briefings for meetings with Ministers, MPPs and senior members of governmental staff.
- Create a policy and research calendar of work that aligns with the government relations, communications, and membership strategies in place.
- Provide relevant information and updates for the weekly TIAO newsletter, stakeholder calls, website and social media updates.
- When necessary, represent TIAO at government meetings, conferences and stakeholders' events. When necessary, delivering presentations or contributing to panels.
- Work with the Communication's and Media Relations Manager to monitor policy announcements and to draft policy and research updates for internal and external stakeholders.
- Produce quarterly board reports on the progress of research and policy projects and developments. Including

### **Key Qualities**

- Post-secondary education in a professional discipline relevant to the main responsibilities of the role (for example, public policy, public administration or political science) or an equivalent combination of education and experience.
- Experience in leading complex projects, with multifaceted goals and a multitude of partners.
- Experience in taking research projects or policy development from conception to delivery.
- Experience in research methodologies such as Critical Discourse Analysis (CDA), thematic coding, qualitative surveys, semi- structured interviews, focus groups and consultations with industry experts and stakeholders.
- Experience of writing reports, using research to put forward policy analysis that directs decision making.
- Strong analytical skills to support policy and research development.
- Strong interpersonal skills and experience forming effective working relationship with colleagues, partner organizations, members and elected representatives and their staff.
- Sound political judgement and the ability to work diplomatically and with tact.
- The ability to manage a demanding workload, in a fast moving and highly demanding work environment with competing priorities and deadlines and support other members of the TIAO team when required.
- Strong working knowledge and skills to utilize Microsoft Suite.
- A working knowledge of the differences between federal, provincial and municipal jurisdictions and policy roles.
- Experience working in the non-profit sector and or tourism is considered an asset but not essential.

- An understanding of the challenges facing the tourism industry during the COVID-19 pandemic and the long-term systematic challenges facing the growth of tourism in Ontario and Canada.