

Public (when completed)

Common Government

New

Ministry

Seniors, Community and Social Services

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Manager, Financial Services

Requested Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Public Trustee (PT) protects and administers the property of represented adults, minors and deceased persons, where there is no one else able to act. The Office maintains the highest legal and business standards while ensuring that clients are treated with dignity, compassion and respect. The PT operates under the Public Trustee Act, Alberta Guardianship and Trusteeship Act, Minors' Property Act, Trustee Act, Estate Administration Act, Child, Youth and Family Enhancement Act, Wills and Succession Act as well as any other powers and duties that the Lieutenant Governor in Council may prescribe.

Reporting to the Assistant Public Trustee - Finance, the Manager of Financial Services provides leadership and serves as a Banking Manager to a team of PT Accounting Officers in Edmonton and Calgary, managing the delivery of complex financial operations for PT clients. The position leads and provides oversight for daily financial operations of all PT client transactions (income, payment, asset/liability, on-location personal property) of approximately 500,000 transactions annually and a cash-flow of \$300 million. The primary goals of this position are to safe guard vulnerable Albertan's money and assets and provide effective and efficient operation of payment processes, financial receipts, asset protection and the maintenance of appropriate internal controls, and compliance with relevant financial legislation, policies/procedures and accounting standards. This position resolves transactional and systemic issues and problems with Public Trustee Information System (PTIS) and 1GX processing. Involves the application of

financial knowledge to ensure compliance with GAAP, PT & GoA directives/guidelines and best practices.

Accurate processing and accounting of transactions forms the foundation for annual \$720 million financial statements which are independently audited by the Office of the Auditor General (OAG), separate from the Ministry audit. The position will support and contribute to the development of the year-end financial statements which are scrutinized thoroughly by the OAG and co-ordinate the OAG interim and year-end audits.

The incumbent is an Expenditure Officer for the Ministry and is responsible for ensuring PT accountabilities, internal and external processes are aligned with GoA and PT policies, audit requirements and best practices. The position provides advice and interpretations of numerous auditing directives from Treasury Board, Public Sector Accounting Board (PSAB), Public Trustee and the OAG.

The position designs and produces reconciliations, working papers and reports which are scrutinized closely by the OAG. The position assists/leads the Public Trustees financial operational processes for most reconciliations, operational audits and specialized reporting.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

1) Provide Strategic and Operational leadership to the Financial Services team to ensure effective and efficient operations.

- Lead, mentor and provide direction, ensuring consistency in Edmonton and Calgary offices.
- Translated the PT mandate into operational deliverables.
- Establishes service standards and priorities within the team and monitors to improve performance and service to clients.
- Anticipates emerging changes and ensures employees are allocated to meet service demands.
- Organize and recruit to the PT Finance workforce. Support professional development and progression within the GoA.
- Ensure performance management processes such as Performance Excellence are in place.
- Manages employee relations issues in accordance with accepted HR practices.
- Responsible to ensure staff have a safe, healthy work environment.
- Models the APS values and translates into worksite behaviors.

2) Accountable for ensuring Financial Services is delivering services with a high degree of excellence and accountability.

- Provide guidance on finance operations legislations, policy and procedures.
- Manage the administration and finance security access for PTIS; Manage access to bank systems and banking authorizations.
- Manages accounts payable, accounts receivable and cash activities for PT Clients.
- Cash management and Treasury activities to ensure sufficient funds are available to cover client transactions.
- Manage on-location personal property and bank vault.
- Establishes and manages timely, consistent, and accurate reconciliations and reporting information to meet operational requirements.
- Conduct appropriate quality assurance reviews to ensure that internal control processes are being followed and improvements made.
- Manage daily, weekly, monthly and year-end financial operational activities including accrual processes.
- Collaborates with internal stakeholders (Trust Admin, Tax Team, PTIS Team), GoA Stakeholders (TBF, Ministry Finance, Service Alberta) and external stakeholders (OAG, banks, vendors, cross jurisdictional benefit providers, etc.) to resolve issues related to client funds and to meet deposit/payment schedules.

3) Support financial statement preparation and interim/year-end audits.

- Support and contribute to the development of the PT Estates & Trusts year-end financial statements to meet the delivery date of the OAG/TBF audit schedule and the Ministry annual report schedule.
- Participate in the interim and year-end financial audit and provide walk through of all PT financial systems to the OAG auditors.

- Provide documentations in support of financial transactions for the fiscal year as well as Knowledge of Business documents for the year-end audit and other third-party audits for the PT.
- Review government-wide internal control requirements, design and implement appropriate internal controls for all financial transactions to safeguard the client assets.

4) Collaborates towards the effective leadership of the Public Trustee.

- Participate in PT strategic and operational planning.
- Provides leadership and input in the streamlining of existing financial systems and implementation of new systems (eg. PTIS legacy system replacement) with the objective of enhancing the effectiveness of recording and reporting financial transactions within government and departmental strategic plans.
- Contributes to program policy development and advancement. Provide input into legislative changes impacting the PT.
- Develop strategies to improve client service.
- Participates/leads projects related to innovating PT program and services.
- Represents the PT on various committees, projects and working groups.
- Ensure the broader PT is trained and up to date on current processes within Financial Services.

Problem Solving

Typical problems solved:

The Manager is able to anticipate and resolve upcoming issues in a professional and timely manner. Judgment must be exercised when dealing with unusual or unique situations that arise, such as monitoring banking and funding requirements, system reconciliations/issues, system maintenance, service agreements, monitoring media for new cross jurisdictional client impacting benefit programs, conversion-implementation of legacy system replacement.

The Manager provides consultative leadership, in relation to identifying risks or concerns where approaches are not consistent with government and accounting guidelines or standards. The Manager is able to manage sensitive and confidential issues, maintain a high degree of political sensitivity and organizational awareness.

The Manager has the ability to coordinate and complete complex financial transactions in a tight and non-negotiable frame. They must be able to manage operational demands while also accommodating interim and annual audits, financial statement preparation within Ministry & TBF annual legislated report deadlines.

Due to changing priorities and unanticipated impacts to the workforce, this position must immediately take action to re-bundle, review processes, re-prioritize, to meet operational demands.

Types of guidance available for problem solving:

This position is expected to operate with a high degree of independence, ability to analyze and apply significant professional judgment to solve complex, new, and emerging issues. There is supervisory guidance available from the APT, Finance.

Direct or indirect impacts of decisions:

The PT depends on this position to provide financial advice, and implement process and policy improvements to enhance the efficiency and effectiveness of PT financial operations. The position requires creativity in determining solutions to issues that require judgment in interpreting policies and in dealing with the clients regarding solutions. This position works in a team environment and receives minimal supervision.

The position provides advice on:

- direction on the use of the financial systems such as PTIS & 1GX
- monitors cash inflows and outflows and advises when to replenish cash flow, based on operational requirements.

The potential impact of errors to client funds and property is significant and could result in serious financial loss that cannot be rectified.

Key Relationships

Major stakeholders and purpose of interactions:

Internal

PT management and staff - Provide advice and consultation; discuss issues and procedures, provides recommendations, received direction.

Finance Services team - Recruit, provide direction, consultation, and advice; lead, direct, and approve assignments; monitor performance; manage operations; facilitate collaboration; and resolve issues

External

Ministry Corporate Finance - interface with various Finance areas for input to 1GX financial entries, ministry annual report financial information, centralized instruction manuals

Provincial, Municipal and Federal benefit programs and their IT departments - investigate transactions, resolve IT transmissions and imbalances, design/test and implement software changes.

Service Alberta - Manage the relationship between the ministry and Service Alberta to ensure timely and accurate delivery of services to our internal clients.

Office of the Auditor General - co-ordinate interim and annual OAG audits. Assist to resolve audit inquiries as needed.

Banks, vendors, employers, pension plans, cross jurisdictional Public Guardian & Trustees.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Business		Other

If other, specify:

University Degree in Commerce or Business with 5+ years related experience. Equivalences considered.

Job-specific experience, technical competencies, certification and/or training:

Assets:

- Accounting designation (ie. CPA)
- Procurement experience writing GoA Requests for Proposal (RFP), RFP evaluations and contract award.
- Banking experience
- Experience working at a supervisory level in a large, complex financial environment
- OAG audit experience, Public Trustee experience

Required:

- Supervisory experience (including Acting Supervisor experience)
- Good understanding and working knowledge of financial transaction processing
- Progressively responsible financial management experience, preferably in a banking environment
- Extensive understanding and working knowledge of the Generally Accepted Accounting Principles (GAAP), internal control standards.
- General knowledge of Financial Administration Act, GoA financial systems, directives, policies, procedures and controls, Public Sector Accounting Standards (PSAS) and contract administration.
- Ability to build relationships across Ministry, Government, and non-governmental organization initiatives.
- Strong written and oral communication skills

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Systems Thinking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Integrates broader context into planning: <ul style="list-style-type: none"> Plans for how current situation is affected by broader trends Integrates issues, political environment and risks when considering possible actions Supports organization vision and goals through strategy Addresses behaviours that challenge progress 	This position is required to design and develop processes and systems which address the operations reporting needs of the Public Trustee and create innovative and sustainable solutions that also support the department and the GoA.
Build Collaborative Environments	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Collaborates across functional areas and proactively addresses conflict: <ul style="list-style-type: none"> Encourages broad thinking on projects, and works to eliminate barriers to progress Facilitates communication and collaboration Anticipates and reduces conflict at the outset Credits others and gets talent recognized Promotes collaboration and commitment 	This position must be a strong communicator and set up processes or structures to facilitate meaningful engagement with internal and external stakeholders. The incumbent also leads and/or supports training initiatives and encourages the exchange of information and ideas.
Develop Self and Others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Encourages development and integration of emerging methods: <ul style="list-style-type: none"> Shapes group learning for team development Employs emerging methods towards goals Creates a shared learning environment Works with individuals to develop personal development plans 	This position creates an environment of learning and sharing expertise. It demonstrates the desire to invest in the development of the longterm capability of self and team members through professional development, training, and mentorship to promote career growth.
Agility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Proactively incorporates change into processes: <ul style="list-style-type: none"> Creates opportunities for improvement Is aware of and adapts to changing priorities Remains objective under pressure and supports others to 	This position takes a proactive leadership role to anticipate, assess and readily adapt to changing priorities as well as be able to operate in a dynamic environment. The position will need to adjust priorities and

		manage their emotions • Proactively explains impact of change on roles, and integrates change in existing work • Readily adapts plans and practices	workload within the team as required to meet concurrent and tight timelines.
Develop Networks	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Leverages relationships to build input and perspective: • Looks broadly to engage stakeholders • Open to perspectives towards long-term goals • Actively seeks input into change initiatives • Maintains stakeholder relationships	This position must proactively connect and build trust with peers, management and executives in Public Trustee, ministry clients, and other experts in their field.

Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

M410-28
M410-33

Assign

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

Employee Name

Date yyyy-mm-dd

Employee Signature

Supervisor / Manager Name

Date yyyy-mm-dd

Supervisor / Manager Signature

Director / Executive Director Name

Date yyyy-mm-dd

Director / Executive Director Signature

ADM Name

Date yyyy-mm-dd

ADM Signature

DM Name

Date yyyy-mm-dd

DM Signature