

## Update

Ministry

**Describe: Basic Job Details****Position**

Position ID

Position Name (30 characters)

Current 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****Changes Since Last Reviewed**

Date yyyy-mm-dd

Responsibilities Added:

Responsibilities Removed:

## Job Purpose and Organizational Context

Why the job exists:

The Manager is responsible for managing the daily operations of the Ministerial Correspondence Unit. This position plays a critical role to establish, implement and monitor effective communication processes and information management systems to ensure the Minister and Deputy Minister are briefed on emerging issues, critical information is communicated with the appropriate program areas, and correspondence with Albertans is accurate and consistent with communications messaging across Transportation and Economic Corridors, and the Government of Alberta.

The Manager will assess issues, determine their nature and priority, research and co-ordinate supporting information, and take appropriate action to ensure inquiries are dealt with in a timely, accurate, and co-ordinated manner. The deliverables developed by this position directly impact the credibility of the Minister, Deputy Minister, and the department.

The Ministerial Correspondence Unit supports the ongoing efforts of our department staff to communicate with and respond to the public. The correspondence received by the unit has the potential to be related to any and all transportation/economic corridors interests, opportunities, and concerns.

## Responsibilities

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

**1.** Issues relevant to the Minister and Deputy Minister are identified, managed, responded to, and resolved in a timely, accurate and co-ordinated manner across the department. This position plays a critical role in ensuring the Minister and Deputy Minister receive timely and accurate briefings and responses to correspondence from Albertans and stakeholders on current and emerging issues and exercises a significant degree of decision making, analytical thinking and problem solving.

- Reviews and edits all departmental and ministerial briefings, correspondence, and other documents requested through the Action Request Tracking System (ARTS); ensures consistency with department policies and directions and resolves any inconsistencies or identified issues; flags issues for the Director of Executive Operations, the DMO Executive Advisor, Finance, Communications, and Strategic and Integrated Services as required.

- Works closely with Communications to ensure correspondence, briefings, and other documents are consistent with departmental messaging and messages across the Government of Alberta.

- Advises Minister's office and Deputy Minister's office on confidential and sensitive materials and information flowing through the unit, including anticipating issues and proposing solutions.

- Manages distribution and tracking of action requests and correspondence received by the Minister and Deputy Minister including assigning action requests to appropriate areas of the department, liaising with senior Ministry representatives to ensure appropriate responses, or resolution of issues, and preparing responses.

- Stays abreast of issues to edit documents with a critical and informed eye.

- Provides technical writing and editing expertise to Minister's office, Deputy Minister's staff, and department staff.

**2.** Communication and information requirements associated with the effective operation of the Deputy Minister's office and the department are managed through development, implementation, and enhancement of effective processes, guidelines, and working relationships.

- Works with Communications and shares information with unit staff to ensure consistent messaging and awareness of emerging issues.

- Will develop and manage the delivery of action request writing workshops to department staff; provides leadership to ensure that writing standards and Premier, Minister and Deputy Minister's guidelines are adhered to within the department.

- Shares miscellaneous and sundry statistical related information about divisions, MCU, and DMO with the Executive Team. Works with divisions to improve response times when needed.

- Meets regularly with ADMO Teams to provide the perspective of the unit, ensure the unit is reactive to the needs of divisions, and keep abreast of emerging issues.

- Works closely with colleagues in the Premier's Correspondence Unit, departmental correspondence units, and Deputy Minister's offices across the Government of Alberta to provide consistent messaging and ensure the big picture is accurately reflected in correspondence, briefings, and other documents.

- Provides direction and leads the development, implementation, co-ordination and evaluation of process guides, style guide, and standards to ensure effective and efficient communication and flow of action requests through the unit and the department.

**3.** Liaises daily with staff within the Minister's office and Deputy Minister's office, while ensuring privacy and confidentiality are maintained.

- Works closely with Minister's office, Deputy Minister's and Assistant Deputy Ministers' staff to ensure clear direction and provide advice about responses.

- Responds directly and independently to requests for information from Minister's office including action requests, messages, and briefing materials for Minister and MLAs.

- Reviews, edits, and provides final approval to all general correspondence assigned to the Ministerial Correspondence Unit ensures responses reflect Minister's and department's direction and mandate.

- Reviews, edits, and provides final approval to the majority of briefing notes assigned to the Ministerial Correspondence Unit and ensures information reflects Minister's and department's direction and mandate.

- Understands DMO business lines and critically considers and re-directs briefing notes to Director of Executive Operation, and DMO Executive Advisor for their final approval, where required.

### **Problem Solving**

Typical problems solved:

- Deals with a wide range of issues and problems with varying degrees of complexity; tight timelines often increase the difficulty.

- Critical thinking and problem solving skills, including ability to analyze correspondence, documents, and information while assigning and editing responses; ability to analyze issues critically to recommend effective solutions and compile and manage information.

Types of guidance available for problem solving:

Many resources, including leadership training, coaching, and technology like decision-support tools, can be relied upon for problem solving/guidance. The DMO Executive Advisor, Director of Executive Operations, and ADMO Teams are available to provide guidance. Strong co-ordination skills are required to ensure all parties within the department impacted by a specific issue are linked into the solution. This position is key to building collaborative internal partnerships and developing approaches to ensure effective two-way communication and collaboration both within the department and with other ministries. Considerable influence is required to assist the Director of Executive Operations and DMO Executive Advisor to promote collaborative approaches to issues management and delivery of key work for the Deputy Minister's office. This position also requires strong political astuteness to recognize issues that may have potential impact.

Direct or indirect impacts of decisions:

The position is integral to the efficient and orderly flow of Action Requests, correspondence, briefings, and other documents. Decisional impacts have both direct and indirect effects on the workflow. Analytical and evaluative skills are required to assess issues and inquiries to assess their urgency and impact and determine the most appropriate and timely response. The Manager of the Ministerial Correspondence Unit must be able to access appropriate resources quickly and develop approaches that ensure timely and accurate responses to the Minister's office and Deputy Minister's office.

**Key Relationships**

Major stakeholders and purpose of interactions:

Minister's Office - Daily - Planning, organizing, leading, and controlling workflows. Ensuring responsiveness to Minister's offices' request

Deputy Minister's Office - Daily - Planning, organizing, leading, and controlling workflows

Assistant Deputy Ministers and associated staff - as needed - facilitating workflows and orderly execution of ARTS and ancillary assignments

Executive Directors and associated staff - as needed - facilitating workflows and orderly execution of ARTS and ancillary assignments

**Required Education, Experience and Technical Competencies**

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

If other, specify:

A diploma or degree in journalism, public relations, or communications, or other related experience is re

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

- Strong written and verbal communications skills, including in-depth knowledge of proper English grammar and usage, as well as appropriate Canadian Press, plain language and Government of Alberta writing styles.
- In-depth research, writing and editing skills, including knowledge of how language impacts messaging and tone and ability to communicate in writing to a wide variety of people, from children to government and business.
- In-depth knowledge of the Premier's, Minister's and Deputy Minister's style for correspondence, briefings, etc.
- Awareness of and sensitivity to political issues.
- Knowledge of financial, human resources and administrative processes, including relevant regulations, policies, procedures and agreements; strong problem resolution, conflict management, and negotiation skills.
- Strong strategic and critical thinking skills and strong problem solving and issues management. Skilled generalist with the ability to anticipate issues and develop strategic responses.

- Computer skills including ability to work efficiently and effectively with word processing software, ARTS, etc.
- General Freedom of Information and Protection of Privacy (FOIP), and concomitant legislation awareness.
- Commitment to confidentiality, tact, diplomacy, teamwork, and continuous improvement.

### 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		
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<p>Works in open teams to share ideas and process issues:</p> <ul style="list-style-type: none"> <li>• Uses wide range of techniques to break down problems</li> <li>• Allows others to think creatively and voice ideas</li> <li>• Brings the right people together to solve issues</li> <li>• Identifies new solutions for the organization</li> </ul>	<p>- Strong strategic and critical thinking skills and strong problem solving and issues management skills. Skilled generalist with the ability to anticipate issues and develop strategic responses.</p>
Systems Thinking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<p>Integrates broader context into planning:</p> <ul style="list-style-type: none"> <li>• Plans for how current situation is affected by broader trends</li> <li>• Integrates issues, political environment and risks when considering possible actions</li> <li>• Supports organization vision and goals through strategy</li> <li>• Addresses behaviours that challenge progress</li> </ul>	<p>- Knowledge of legislative processes and the political environment within which the ministry operates, and decision making processes of the Government of Alberta; Knowledge of department's role, programs and responsibilities, and policies; knowledge of how government works (bills, orders in council, government committees, etc.)</p>
Drive for Results	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<p>Works to remove barriers to outcomes, sticking to principles:</p> <ul style="list-style-type: none"> <li>• Forecasts and proactively addresses project challenges</li> <li>• Removes barriers to collaboration and achievement of outcomes</li> <li>• Upholds principles and confronts problems directly</li> <li>• Considers complex factors and aligns</li> </ul>	<p>- Organizational skills including ability to support multiple, occasionally competing priorities simultaneously; prioritizes to best meet the Minister's and Deputy Minister's goals and clients' needs in processing large volumes of correspondence quickly to meet daily and weekly deadlines; ability to manage resources,</p>

		solutions with broader organization mission	time, stress, work under pressure, and under high demands.
--	--	---	--

**Benchmarks**

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

--

**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.