

Ministry

Service Alberta and Red Tape Reduction

**Describe: Basic Job Details**

**Position**

Position ID

Position Name (200 character maximum)

Senior Policy Analyst

Current Class

Requested Class

Job Focus

Policy

Supervisory Level

00 - No Supervision

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:

This position is responsible for managing projects and leading initiatives for the development, review and amendment of consumer legislation; coordinating and directing research and analysis of consumer-related issues; reviewing and developing government positions on complex issues and facilitating internal and external stakeholder committees and consultations.

Responsibilities Removed:

Coordinating, planning, implementing and maintaining business intelligence and performance measures; providing policy development project support; researching and identifying online data analysis through dashboards and scorecards; developing, documenting and implementing online data analysis and business intelligence tools, evaluating new sources of data; arrange, coordinate and record stakeholder meetings as directed by project leads.

## Job Purpose and Organizational Context

Why the job exists:

Reporting to the Director of Strategic Policy, Education (SPE), the Senior Policy Analyst is responsible for managing and leading operational and complex legislative projects, coordinating and directing research and analysis of consumer-related issues, and developing government positions on complex issues and effectively facilitating internal and external stakeholder committees and consultations.

## Responsibilities

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

Manage policy development and implementation projects:

- consulting with responsible program areas, stakeholders, ministry officials, and industry experts to identify and address consumer needs, government priorities and legislative obligations
- identifying the need for and preparing policy development documents, Cabinet Reports, multi-column decision documents, consultation plans and reports, PowerPoint presentations, as required by Executive Council and the government's policy development processes and practices
- leading and managing branch, ministry or cross-ministry project teams, presenting project status and issues to management through formal presentations and informal briefings, and conducting regular meetings with stakeholders to support projects
- developing ministry policy options considering the complex interplay of the current issues and the strategic priorities of the Minister, the GoA, key stakeholders, and Albertans
- negotiating deliverables under tight timelines with team members and program staff from across the department
- managing conflict in a way that preserves positive working relationships and encourages consensus building
- identifying and managing variances to the project plan and implementing changes to keep projects on track while informing management proactively when projects are behind schedule
- facilitating, monitoring, managing, reporting and documenting project scope, objectives, deliverables, milestones, budget, resources, risks, issues and decisions and contracts with external consultants
- assisting management in the development, standardization, and maintenance of strategic policy initiatives, including training courses

Provide policy advice and options in support of government policy development activities related to consumer protection:

- assisting the program area in developing work plans to meet appropriate department and legislative timelines
- participating in impromptu policy and policy development solutions meetings called to address quickly emerging issues or demands
- mentoring other unit members by providing expertise on matters related to policy, research, and project development
- engaging with division staff and senior leadership in a manner that results in positive outcomes to support effective working relationships
- strengthening information sharing between divisions and other GoA ministries, and participating on ministry and cross-ministry committees

Support the activities of Statute Administrators, or provide statute administration functions on their behalf as needed:

- providing cover-off for Statute Administrators as required
- responding to inquiries such as Action Requests, Telephone Action Requests, and Alberta Connects as directed by the Director
- using acquired knowledge to provide expert assessment, analysis and interpretation of issues to flag for management for action
- drafting responses and bringing forward recommendations regarding issues and concerns that require follow-up

Coordinates, interprets and assesses research in support of policy development and consumer protection

#### strategic direction:

- overseeing teams conducting research into legislative and consumer issues to ensure that the quality of the research and analysis meets the unit's high standards
- analyzing both qualitative and quantitative information to ensure evidence-based options are presented to the Deputy Minister and Minister
- anticipating and identifying strategic policy issues and initiatives that may affect the ministry and its stakeholders, and proactively address them
- overseeing the team's various business intelligence activities, including environmental scanning and data analytics to steer policy development and consumer education
- overseeing the implementation of proactive research programs and data analytics projects
- mentoring other unit members by providing expertise on matters related to policy, research, and project development
- supporting public and stakeholder consultation activities to clarify issues and obtain input

#### Problem Solving

##### Typical problems solved:

- This position is instrumental in introducing and proclaiming legislation that is evidence-based, considers impacts to all areas of society, and adheres to national and international standards. The Senior Policy Analyst plays a significant role in guiding and shaping Alberta's consumer protection legislation, thereby strengthening the rule of law and fostering a fair marketplace.
- Leads high profile and sometimes contentious legislative review projects with far reaching impact on consumers and businesses by identifying issues, building cases for policy options, analyzing short-term, medium-term and long-term impacts of policy options, and finalizing policy recommendations going to executive management, the Minister, Cabinet and legislative committees.
- Consumer protection issues encountered in developing policy and legislation often involves a high degree of complexity, involving competing interests among diverse groups of stakeholders, and rapidly shifting societal and governmental priorities. This position is expected to tactfully identify key grievances and interests, find and propose win-win options where possible and build consensus where not.
- This position regularly responds to citizen inquiries and complaints regarding consumer issues on behalf of the Minister or department, within very tight deadlines, providing clear and supportive answers addressing complex issues and in line with government policies, legislative constraints, consumer protection best practices and political considerations.
- Promotes and supports proactive research to identify and respond to emerging marketplace issues, disruptive technologies and practices, and changing societal norms. This is essential to informing policy direction and ensuring the relevance and effectiveness of current legislation and regulations.
- This position interacts and fosters collaboration with local, provincial, national and global bodies to research, analyze and forecast national and international marketplace and regulatory trends. This serves to influence legislative and policy directives, resulting in modern and leading-edge consumer protection in Alberta.

##### Types of guidance available for problem solving:

Guidance as needed is provided by the Director, Strategic Policy, and Engagement; Executive Director, Consumer Services; Other branch directors and managers as well as Statute Administrators and branch professional staff; and Legislative Managers, Policy Managers and professional staff in Policy, Governance and Legislative Services.

##### Direct or indirect impacts of decisions:

This position demands a high level of creativity, originality and innovation, independent research, ability to identify implications, define issues, and develop creative and appropriate solutions.

Projects involved are usually diverse in dealing with strategically sensitive and complex issues and are

closely related to the ministry business plan. Issues involved are often unique in nature, with limited precedence to be found within the ministry.

Projects involved have an impact on consumers and businesses, key industry associations, and other provincial ministries including Affordability and Utilities, Municipal Affairs, Justice, Seniors, Community and Social Services, and Treasury Board and Finance.

### Key Relationships

Major stakeholders and purpose of interactions:

Statute Administrators, Consumer Project Coordinator, Licensing staff, Consumer Investigators, Directors, Managers, Executive Director, Legislative Managers, Strategic Policy Services, Legal Services, Communication Officers, and Assistant Deputy Minister's Office. Purpose of interactions include: Project management, project team collaboration, document creation, legislative development, resolving policy issues, obtaining policy and process guidance, advice on processes and liaising with Legislative Drafters, obtaining legal opinions and interpretation, advice on legislative drafting and legal decisions impacting policy proposals, facilitation and engagement with stakeholders, providing updates and coordinating feedback on policy documents, and providing information and responding to questions that arise from stakeholders including elected officials.

### Required Education, Experience and Technical Competencies

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

If other, specify:

Four years progressively responsible related experience

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

- extensive knowledge of Alberta's consumer protection statutes and the legislative process
- strong ability to manage and deliver large complex projects involving other Government of Alberta ministries, agencies and/or external stakeholders
- strong ability to develop and oversee project plans, identify resources, prioritize assignments and track progress to ensure projects are delivered on time and are within scope
- creative problem solving ability to use new and innovative strategies to address project challenges and policy issues
- high degree of awareness of relevant consumer issues and emerging trends related to the Alberta marketplace to enable proactive responses to address evolving consumer issues
- independent decision making and critical thinking, while giving consideration to current marketplace, political and stakeholder environments to ensure effective and evidence based policy options are clearly presented to decision makers
- excellent writing and composition skills to produce and critique clear, professional and Cabinet-level correspondence, reports, business cases, briefing notes, policy documents, position papers, white papers and legislative and regulatory language proposals
- excellent verbal and presentation skills to ensure that decision makers have a clear understanding of the issues and options being put forward, and to facilitate in-person consultations and information gathering sessions
- high proficiency with all Microsoft Office applications including Outlook, Word, Visio, Excel, Google Chrome, SharePoint, PowerPoint, and associated computer literacy
- strong ability to build collaborative relationships and resolve conflicts to effectively manage stakeholders and resources
- strong ability to work independently and in group situations to facilitate successful team outcomes
- sound judgement, discretion and a good understanding of information management and privacy legislation (FOIP) due to the sensitive and confidential nature of the information handled by the Senior Policy Analyst.
- the flexibility to manage several projects at once and address shifting priorities with little notice to preserve the integrity of the projects in the department's portfolio while limiting negative impact to deliverables
- knowledge of consumer issues as well as political acumen to effectively navigate policy and legislative processes

- University degree and four or more years progressively responsible related experience in strategic policy or legislation development



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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> <li>• Takes holistic long-term view of challenges and opportunities</li> <li>• Anticipates outcomes and potential impacts, seeks stakeholder perspectives</li> <li>• Works towards actions and plans aligned with APS values</li> <li>• Works with others to identify areas for collaboration</li> </ul>	The Senior Policy Analyst will apply this competency when interacting with various stakeholders and considering the long term impacts of policy development.
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> <li>• Engages perspective to seek root causes</li> <li>• Finds ways to improve complex systems</li> <li>• Employs resources from other areas to solve problems</li> <li>• Engages others and encourages debate and idea generation to solve problems while addressing risks</li> </ul>	The Policy Analyst will apply this competency through engaging with staff on issues identification, development of policy options and analyzing input to create viable policy solutions.
Agility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<p>Proactively incorporates change into processes:</p> <ul style="list-style-type: none"> <li>• Creates opportunities for improvement</li> <li>• Is aware of and adapts to changing priorities</li> <li>• Remains objective under pressure and supports others to manage their emotions</li> <li>• Proactively explains impact of change on roles, and integrates</li> </ul>	The Policy Analyst will apply this competency by anticipating, assessing and adapting to changing priorities and maintaining resilience in times of uncertainty.

		change in existing work • Readily adapts plans and practices	
Build Collaborative Environments	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	Involves a wide group of stakeholders when working on outcomes: • Involves stakeholders and shares resources • Positively resolves conflict through coaching and facilitated discussion • Uses enthusiasm to motivate and guide others • Acknowledges and works with diverse perspectives for achieving outcomes	The Senior Policy Analyst will apply this competency when developing policy through meaningful discussions with a variety of stakeholders, facilitating working group meetings with internal and external stakeholders, and seeking to understand varying perspectives.
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