

New

Ministry

Jobs, Economy and Trade**Describe: Basic Job Details****Position**

Position ID

Position Name (30 characters)

Requested Class

Branch Administrator

Job Focus

Supervisory Level

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

4

Design: Identify Job Duties and Value**Job Purpose and Organizational Context**

Why the job exists:

As an integral member of the Child Care Transformation Branch the Branch Administrator works within a politically sensitive, fast paced environment to provide administrative services to support the branch staff in the management of the branch. The Branch Administrator manages the office of the Executive Director and management team; schedules and coordinates the meetings and travel arrangements; coordinates activities across the branch as required; coordinates administration to support the Branch; researches documents, materials and files; drafts correspondence; executes and implements administrative policies; is a lead contact in the branch for administrative advice and assists the Child Care Transformation branch as needed. This position also facilitates cooperation and sharing of knowledge within and across the Divisions by enhancing relationships with internal and external groups.

It is expected that the Branch Administrator will professionally handle operational queries, questions and issues that relate to administrative and operational tasks and priorities, and coordinate and assemble materials for the management team. To succeed in this fast-paced and dynamic environment, the incumbent must be highly-motivated and organized, demonstrating self-confidence and discipline. Strong interpersonal skills will assist with contacting officials in partnering Ministries and other areas within Children and Family Services. Teamwork is required, specifically when working with Branch and Ministry staff to respond to emerging requests.

Responsibilities

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

1. The incumbent works at an administrative level to support the management of the Branch. The branch administrator:
 - Schedules appointments, books meeting facilities, develops hosting requirements, plans/coordinates travel schedules, and travel arrangements for the branch.
 - Compiles and coordinates information for meetings for the; highlights/flags items that require special attention.
 - Coordinates information requests received from internal and external stakeholders.
 - Prepares, reviews, and edits outgoing correspondence, minutes, and agendas.
 - Maintains up-to-date information on all aspects of the branch (e.g., financial, operational, human resources, ongoing projects).
 - Develops and maintains relationships with administrative and managerial staff in areas served by the Branch.
 - Liaises with department staff as well as other internal and external stakeholders, as required.
 - Monitors work performed to ensure timeliness of delivery and high quality of final products.
 - Develops and maintains internal procedures and standards that relate to office administration within the Branch.
 - Receives, opens and distributes incoming mail for staff.
 - Provides information and/or assistance to in-person visitors.

2. Coordinate administration of the Child Care Transformation Branch.
 - Working as part of a team, the Assistant takes a lead role to manage and support office administrative functions of units within the Branch. Within this capacity, the incumbent:
 - Develops and maintains an effective records management system.
 - Develops and maintains relationships with administrative and managerial staff in areas served by this Branch to coordinate needs, obtain and disseminate information and to share knowledge.
 - Develops and maintains internal procedures and standards that relate to office administration within the Branch.
 - Provides senior-level word processing support to Branch staff.
 - Manages correspondence directed to and generated within the Branch to ensure appropriate routing, timeliness of response, accuracy of content and consistency with Branch, Ministry, and Government of Alberta standards and information management policies and directives.
 - Provides program areas and stakeholders with relevant information, processes, procedures and other information that reflects the roles and responsibilities of the Branch.
 - Responds to routine questions from the Ministry, partnering Ministries, clients, stakeholders and the general public.
 - Interacts with clients, stakeholders and program business partners, via the telephone or online, to disseminate information.
 - Coordinates administration functions involved with the Branch to ensure administrative needs are identified and met.
 - Expenses and Invoicing: Coordinate and verify the accuracy of expense claims from staff and - prior to providing to expenditure officers - ensure proper documentation is in place for audit purposes. Track and manage all expense documentation and ensure an accurate audit trail is maintained for all expenses. Creation of claims on behalf of branch staff.

- PCard Reviewer: Coordinate and verify the accuracy of PCard reports from program areas and - prior to providing to expenditure officers - ensure proper documentation is in place for audit purposes.
 - PCard Holder: track and manage all supporting documentation and ensure an accurate audit trail is maintained for all expenditures.
 - Processing of invoices
3. Office administration and coordination of Branch activities.
- Coordinates Branch purchases.
 - Provides support to Branch staff and colleagues in other branches.
 - Worksite contact (e.g., staff commencements, orientation, terminations, vacation/illness matters).
 - Provides back up to branch Issues Coordinator for Action Requests to assist in the timely, accurate completion of Action Requests (AR) and related tasks. Also, needs to ensure ARs are traceable and easily accessible through an organized, current records management system:
 - Assigns, distributes, and tracks Action Requests.
 - Maintains an effective and efficient numerical AR file system that cross-references with department's file management system.
 - Maintains cover off manual of duties and processes.
 - Provides ARTS advice and training to ensure support staff are capable of meeting ARTS goals/deadlines as required, when covering off for this position.

Problem Solving

Typical problems solved:

The Administrative Coordinator works with minimal supervision within the parameters of established Ministry and government administrative policies, processes, and procedures. The position must evaluate priorities and workload, and provide creative and flexible alternatives to meet changing goals and changing workload. The position requires a high level of creativity, professionalism and initiative to carry out required responsibilities.

Types of guidance available for problem solving:

The position works with considerable independence to prioritize responsibilities to meet AR, program and financial deadlines, including unit operational requirements, and coordinates a variety of projects with concurrent time frames. The position is expected to consult with the Executive Director and Issues Coordinator r regularly on matters involving significant impact to operational process or financial resources associated with key outcomes.

Direct or indirect impacts of decisions:

The work of this position has a direct impact on the branches' ability to develop and deliver high quality programs..

Key Relationships

Major stakeholders and purpose of interactions:

Branch Colleagues - Works closely with the Issues Coordinator and collaborates with Executive Directors Office, various unit team members and with other areas in the Ministry
 Executive Director's Office - works directly with Issues Coordinator to support ARs, budget forecasting and special initiatives.

Required Education, Experience and Technical Competencies

| Education Level | Focus/Major | 2nd Major/Minor if applicable | Designation |
|---------------------|-------------|-------------------------------|-------------|
| High School Diploma | Other | Other | |

If other, specify:

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

- High School Diploma including additional relevant courses with a minimum of 3 years of related experience in a senior level administrative professional role.
- Extensive experience with M365
- Experience with applicable government systems such including 1GX, Bernie and ARTS
- Knowledge of records management policies and procedures
- Exceptional communication skills with the ability to present information clearly and accurately both verbally and in writing
- Strong organizational and interpersonal skills
- Strong skills in grammar, writing and accuracy
- Ability to build effective linkages and alliances, manage group dynamics and work cooperatively to achieve goals in a team environment
- Experience dealing regularly with stakeholders both by phone, email and in-person.

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 checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <p>Observes and understands larger impact of role:</p> <ul style="list-style-type: none"> • Sees impact of work on organization; anticipates change in own area based on activities in other areas • Considers how own work impacts others and vice versa • Ask questions to understand broader goals • Aware of how organization adds value for clients and stakeholders | - Understands internal processes and works towards efficiencies while taking into account how system change will effect stakeholders |
| Creative Problem Solving | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made | |

| | | | |
|----------------------------------|--|--|--|
| | | <p>projects successful; shares learning</p> <ul style="list-style-type: none"> • Collects breadth of data and perspectives to make choices | |
| Agility | <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines | |
| Build Collaborative Environments | <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <p>Facilitates open communication and leverages team skill:</p> <ul style="list-style-type: none"> • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others | |

Benchmarks

List 1-2 potential comparable Government of Alberta:

| |
|----------------------------------|
| <p>Benchmark</p> |
|----------------------------------|

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