

## Update

Ministry

Assisted Living and Social Services

### Describe: Basic Job Details

#### Position

Position ID

Position Name (200 character maximum)

Manager, Strategic Accommodations

Current Class

Manager (Zone 2)

Job Focus

Supervisory Level

01 - Yes Supervisory

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

#### Employee

Employee Name (or Vacant)

#### Organizational Structure

Division, Branch/Unit

Strategic Services - SDABS

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Dir-Emerg Mgmt, Accomm & Secur

Supervisor's Current Class

### Design: Identify Job Duties and Value

#### Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

Nothing has changed to this position, just updating to the new JD template

Responsibilities Removed:

## Job Purpose and Organizational Context

Why the job exists:

Reporting to the Director, Emergency Management, Accommodations and Security Services (EMASS), this position develops and implements administrative processes and policies based on Assisted Living and Social Services (ALSS) Ministry and GOA policy and directives. The incumbent also develops and coordinates the implementation of short-and-long-term accommodation strategies, procedures and plans based on priorities that support the achievement of business plan goals. This includes the provision of appropriate office accommodations for key anchor buildings and Corporate Divisions, the Deputy Minister's Office, Communications, facilities and support services for regional ALSS employees. Support services are also provided for the ministry in the areas of parking, fleet and surplus management.

The Manager of Strategic Accommodations collaborates divisional contacts, Public Safety and Emergency Services, Technology and Innovation, and Alberta Infrastructure, to support a coordinated and integrated approach to administration and accommodation planning for ALSS. The Manager also models a collaborative and consultative approach when working with clients and stakeholders to ensure plans achieve an acceptable balance between meeting the accommodation requirements of the divisions, and facilitating the effective utilization of ministry facilities within the region.

This position supervises and leads a team of Planning & Facility Support positions including Administration staff to provide efficient and effective services relating to accommodation and facilities projects, lease renewals, budget tracking, tenant services, furniture, parking, Wireless, surplus declarations and reporting, ministry fleet vehicle management, risk management and insurance reporting, telecommunications, office equipment services. This position is also part of the ministry's emergency management team, providing support with facility emergency response planning and risk management and insurance functions.

The incumbent will manage accommodation services including corporate and regional re-organization and realignment requests, restacks, renovations, replacement and expansion of ALSS occupied government-owned or leased office buildings; ensuring a high degree of customer satisfaction through prompt and effective and cost-effective delivery. This position develops/improves relevant policies, procedures and services.

This position will manage ministry capital project submissions and approved capital projects for GoA occupied spaces in collaboration with Corporate Finance and Accountability Division in ALSS and Alberta Infrastructure

In this role, this position needs to continually assess and evaluate the Requests for Accommodations (RFA) submissions and the operations of branches to determine if current and future accommodation, parking, and support services are and will be adequate in light of changing program direction, new initiatives, etc. and to understand what adjustments will be needed, so that planning and co-ordination can occur in sufficient time to meet the needs.

The incumbent will work with the EMASS Director and Financial Planning area in providing project information for the formulation of the Ministry's annual Departmental Capital Initiative (DCI) submission.

The incumbent models a collaborative and consultative approach when working with clients and stakeholders to ensure plans balance meeting the accommodation requirements of the divisions while facilitating the effective utilization of ALSS occupied space and financial resources.

## Responsibilities

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

**Develops and manages Ministry administrative policies and procedures; GOA administrative policy and procedural directives are implemented and supported.**

- **Activities:**
- Develops and implements ministry policy and procedures for the management of parking spaces for the ministry and the allocation of these across the province, according to business need and GOA policy.
- Resolve complex and sensitive issues that arise with parking and ensure that the ALSS allocation of parking stalls are assigned in a fair manner, in line with applicable legislation, regulations and GoA policy.

- Responsible for ALSS vehicle fleet including development and oversight of ministry standards, replacement plans and ordering processes. Acts as a key contact for Fleet Management Services, representing the ministry in key change initiatives and ensuring that ALSS fleet management aligns with GoA policy and directives.
- Acts as approver for over market purchase approvals for the ministry in the ARI fleet management system.
- Manages ministry Declaring Officers and maintains oversight of ministry Surplus Agents to ensure effective and consistent surplus activities in the ministry. Develops and maintains ministry procedures for recycle and surplus activities in alignment with GOA policy and directives.
- Oversees access card requests, terminations, process and procedures for ALSS-occupied space in key anchor buildings as applicable.
- Oversees the ALSS Wireless and Telecom activities, ensuring policy and procedures are followed.
- Acts as the lead for the ministry on cross-ministry committees related to administrative policies and procedures.
- Prepare annual risk management and insurance coverage renewal package.

### **Ministry long and short term accommodations planning, strategizing, budgeting and the delivering of accommodation services; consideration of relevant policies, standards, and guidelines**

#### **Activities:**

- Assess and monitor on-going accommodation needs of Ministry Corporate offices, Corporate Divisions, Regional, the Deputy Minister's Office and Communications.
- Analyses the impact of ministry re-structuring initiatives, program growth, and new services on ALSS space inventory and develops short and long term accommodations strategies in collaboration with clients, stakeholders, Property Development, Property Management and Realty Services.
- Develop effective accommodation strategies, proposals and plans which consider and balance current and future Ministry needs, available budget dollars, priorities, space suitability and availability, and delivery capacity by industry, Infrastructure and other support providers.
- Leads the accommodation response to new programs and initiatives.
- Provide advice and consultation services to senior and executive management across the department.
- Collaborate with Infrastructure in developing short and long-term accommodation plans for ALSS staff accommodation and approve recommended accommodation solutions.
- Reviews and approves lease renewals for ALSS space to ensure alignment with the ministry's short and long term accommodations strategies.
- Reviews and approves Infrastructure project implementation documentation
- Evaluate accommodation project requests from Branches and recommend revisions to the Director if required, to balance needs and available funding.
- Co-ordinate the development of the annual regional accommodation budget for submission to Alberta Infrastructure.
- Oversee large and small accommodations projects ensuring timelines, budgets, specifications, and security requirements/standards are adhered to. Advocates and negotiates on behalf of the ministry when ministerial needs exceed government standards.
- Ensures the development of timely and effective accommodation solutions that meet requirements of individual or multiple divisions in varied buildings and locations, including establishing the parameters of the project scope for large tenant improvement projects.
- Conduct or oversee site visits to worksites to ensure projects are up-to-date, on schedule, and meet stated requirements. Coordinate the resolution of problems or issues that may arise.
- Manage issues and conflicting priorities through collaborative and proactive approaches.
- Maintain an on-going record of Ministry accommodations, allocated costs, site contacts and branch space utilization.
- Brief senior management as required.

### **Meet support service needs for Ministry staff , including furniture management in key responsibility areas**

#### **Activities:**

- Manages the effective responses to requests regarding staff moves, telecommunications equipment, furniture repairs, electronic access card systems, security systems, and concerns related to business operations, such as heating and ventilation systems. Liaises with building managers, and Infrastructure as needed.

- Oversee small and complex furniture projects from design and budget approval to procurement, billing & installation.
- Acts as expenditure officer to approve furniture requisitions, tenant improvement project bids, and signs invoices.
- Monitor and manage Corporate and Regional office space needs to ensure functional and secure workspaces are provided to enable Ministry business to be carried out
- Establish and oversee process for reallocation of surplus ministry furniture and temporary storage to meet ongoing furniture requirements for the ministry
- Oversee the implementation of new/replacement exterior and interior signage. Collaborates with Communications and other internal stakeholders to ensure that the design of the interior signage for Alberta Supports Centres is in alignment with the Alberta Supports Centre environmental branding.
- Obtain and coordinate installation of appropriate technology in accordance with long term planning prioritization to ensure adequate support equipment is available to meet business needs (i.e: video conference equipment, smart boards, computers and screens where needed in meeting rooms)
- Brief senior management as required.

**Administration and Accommodation planning is planned and managed to deliver outcomes associated with business and operational plans and performance agreements.**

**Activities:**

- Develops, implements, and evaluates operational and communication processes, including identifying issues; developing related recommendations; and preparing plans, schedules, communication plans and status reports.
- Ensures all policies and procedures are up to date and available to staff and clients.
- Responsible for the direct supervision and performance management of the accommodations, facility support, administration and parking planner positions. Responsible for fleet coordination, and manages ongoing project allocations and staff workloads.
- Provide oversight in services received from SA, AI accommodation planners, project managers, furniture team coordinators; and design consultants and contractors.
- Monitors the accommodations budget allocation and provides leadership and direction for the acquisition of furniture and selection of project contractors.

**The Director and Executive Director are supported in achieving the mandate and goals of the Business Services Branch.**

**Activities:**

- Provides consultation and recommendations for issues, opportunities, and challenges associated with administration and accommodations, including active contribution to business planning and reporting activities.
- Manages preparation of action request responses, ministerial briefings, background documents, correspondence, and recommendations for administration and accommodations issues for consideration by senior Ministry and Government representatives and officials.
- Establishes and maintains positive relationships with Ministry and Government representatives, consultants, contractors, and stakeholders.
- Represents EMASS on Division, Ministry, cross-Government, and external working groups and committees with diverse mandates and responsibilities.
- Provides support for the development and implementation of the Branch and Division Business and Operational Plans.

**Problem Solving**

Typical problems solved:

The Manager of Strategic Accommodation plans and manages activities and resources to effectively deliver assigned responsibilities within budget constraints and in compliance with relevant legislation, policies, procedures, and standards. This position is expected to proactively recognize potential issues and concerns relating to administration, accommodations, and planning, including those with political sensitivity, and alert senior Ministry representatives accordingly. The Manager of Administration and Accommodation recommends options to senior Ministry

representatives for emerging and complex issues and leads the delivery of associated response strategies.

The Manager of Strategic Accommodations develops solutions and mitigates conflicting perspectives, to resolve challenges associated with the use of facilities by multiple divisions and to maximize utilization of ALSS space, including recommendations on lease renewal options.

Due to limited budgets, accommodation projects will need to be prioritized according to their perceived urgency. The incumbent must be able to recommend prioritization based on multiple and often complex factors/circumstances.

The Manager is called upon to negotiate or broker solutions to space issues, internally, as well as with Infrastructure, Service Alberta and other Ministries, in order to enhance the success of meeting ALSS requirements.

While the Manager operates under the general direction of the Director of EMASS, the Manager has the flexibility to take the necessary steps to meet the needs of the Ministry and ensure that quality and timely services are received. This position applies the necessary expertise as it relates to administration, accommodations, and facility services.

In the negotiation role, the Manager must be able to synthesize complex issues into a win-win solution/option which meets the strategic direction of the Division or Ministry as a whole.

Types of guidance available for problem solving:

Direct or indirect impacts of decisions:

The Manager of Strategic Accommodations must ensure that policies and procedures meet the needs of clients and stakeholders, the accountability requirements of the Ministry and Government, and established Ministry standards and processes. This position must have an in depth understanding of GOA administrative initiatives, policies, and procedures in order to develop and implement internal policies and procedures. The position must also have excellent working knowledge of Infrastructure policies and procedures to ensure that ministry accommodation plans and responses to client requests are within scope of actual possibility. The Manager is responsible to identify specific conflicts and issues and work in collaboration with stakeholders to support successful outcomes. In addition, this position must balance the accommodations needs of the corporate and regional portfolio with the requirement to maximize utilization of government owned and leased facilities occupied by the ministry.

The Manager of Administration and Accommodation works closely with the EMASS Director to ensure that administrative policies and procedures and accommodations planning align with Regional planning initiatives and projects. This position coordinates and prioritizes headquarters and regional planning requirements, contributes to the effective management of relevant budgets and utilization of ministry occupied spaces, and delivers planning services for the ministry within relevant financial and resource constraints. The position must balance the accommodations needs of the headquarters portfolio with the requirement to maximize utilization of government owned and leased facilities occupied by the ministry.

The Manager of Administration and Accommodation operates with significant latitude in representing EMASS at cross-ministry committees, managing EMASS process and policy change updates and communications. The Planning Manager operates with significant latitude in representing client needs, in finding solutions and in ensuring that the requirements are being met. Failure to provide for adequate space could mean that necessary staffing resources cannot be obtained in the required timeframes, resulting in less than optimal services to the public.

This position must have an in depth understanding of Infrastructure policies and procedures to ensure that ministry accommodation plans and responses to client requests are within scope of actual possibility. The Manager is responsible to identify specific conflicts and issues and work in collaboration with Infrastructure to support successful outcomes.

All policies and procedures for the ministry require updating to ensure that administration and accommodation processes are consistent, resulting in potential cost savings to the ministry.

Failure to provide for adequate space could mean that necessary staffing resources cannot be obtained in the required timeframes, resulting in less than optimal services to the public. Incorrect decisions made on the adequacy of designs can translate into higher costs for re-work, could cause disruption in the offices caused by longer than necessary renovation/construction phases and hinder program areas in achieving their objectives within desired timeframes.

Failure to communicate scheduling in a timely manner to the stakeholders could lead to delays in renovations and office moves, cause difficulties for other Departments waiting for the space currently occupied by this Ministry (in cases of restack projects) and increase costs.

## Key Relationships

Major stakeholders and purpose of interactions:

### Internal

Director, Emergency Management, Accommodations and Security Services - On-going

- Receive general guidance, information, assignments and updates.
- Submit ministry policy and process change recommendations and requests for decision
- Submit accommodation budgets, strategies, proposals and requests for decision.

Assistant Deputy Ministers, Executive Directors, Directors, Managers and staff of other Divisions and Branches - Weekly

- Develop new and updated policies and procedures, communicate changes, manage inquiries.
- Develop, co-ordinate/prioritize and update project list/details to meet existing and emerging requirements. Accommodate new staff and correct any health and safety issues.
- Review, analyze and communicate space designs (architectural drawings, blue prints, etc.)

Administrative sub-committees - Monthly

- This position sits on sub-committees as the ministry lead for Administrative policies including fleet, wireless, Greening Strategy,

Corporate Finance - Weekly

- Submit ministry Capital Project requests for GoA occupied Spaces, co-ordination/prioritize and update submissions and details, works closely with Corporate Finance and Accountability with the Department Capital Investment budget.

Alberta Supports Implementation Committee - Monthly

- This position is a member of the Alberta Supports Implementation Committee as the Accommodations representative providing implementation updates.

### External

Alberta Infrastructure planning Managers, Planners, Project Managers, Property Managers, Leasing staff and Management, AI furniture team - Daily

- Meeting ministry headquarters and capital accommodation requirements.
- Define, review and approve designs (floor plans) for new space and amended/renovated space.
- Communicate and represent Ministry HQ and capital accommodations and facility needs for planning and delivery purposes.
- Monitor the effectiveness of services received and resolve issues

Consultants, Contractors, Furniture vendors On-going

- Select appropriate resources for furniture and small tenant improvement projects funded directly by Ministry
- Work with design consultants in the development of functional spaces.
- Oversee contractors in delivering specified construction/renovation outcomes.

Other Ministries - Monthly

- Consult regarding upcoming office moves.

➤ Share information on accommodation planning as required.

**Required Education, Experience and Technical Competencies**

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

If other, specify:

University Degree in interior design or project management

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

- University Degree, and minimum 5 years experience related to policy development, interior design, property management, functional space planning, construction management and procurement. Related under graduate degree
- Knowledge and understanding of the ministry's mandate, business plan goals and objectives and how these relate to facility and support service requirements
- Knowledge of the ministry's organizational structure and areas of complexity and sensitivity
- Extensive knowledge of the standards, processes and best practices used for planning and developing capital and accommodation projects
- In depth knowledge of Infrastructure policies and procedures
- Knowledge of the GoA policies, procedures and planning/project templates
- Experience with writing policy and procedure documents
- Ability to understand and communicate blue prints and architectural drawings.
- Ability to handle multiple projects, stay organized and in control of priorities/timelines.
- Skilled in negotiation and dispute resolution
- Effective oral and written communication skills
- Strong and proven analytical and problem solving skills.
- Strong interpersonal skills with a proven customer services focus.
- Minimum of five years directly related experience.
- Ability to communicate with diplomacy and tact.

**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		
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		

**Benchmarks**

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