

**NON-MANAGEMENT JOB DESCRIPTION  
POINT RATING EVALUATION PLAN**

Working Title <b>Branch Coordinator</b>		Name	
Position Number	Reports to Position No., Class & Level	Division, Branch/Unit	Ministry <b>Indigenous Relations</b>
Present Class		Requested Class	
Dept ID	Program Code	Project Code (if applicable)	

**PURPOSE:** Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization (see Non-Management Job Description Writing Guide [Pages 7-8](#)).

This position supervises the administrative supports that enable delivery of programs and operations for the Strategic Engagement and Policy Innovation (SEPI) branch. Reporting to the branch Executive Director (ED), the Branch Coordinator plans and monitors efficient workflow and quality control for multiple administrative functions and maintains an effective flow of information between the ED’s Office and Branch units. The scope of services includes maintenance of Branch procedures and administration documents; strategic engagement logistics coordination; FOIP and litigation response coordination; and all aspects of branch administration (e.g., HR, finance, 1GX, Bernie).

The Branch Coordinator liaises with ADM’s Office as well as other branches of the Department, and with a variety of external stakeholders. The Branch Coordinator implements improved administration processes and raises awareness to the EDs regarding emerging administration issues. Advice and coaching are provided to Branch staff on administrative issues. Existing policies, processes, guidelines and standards, and managerial direction provide the framework in which this position operates.

**RESPONSIBILITIES AND ACTIVITIES:** The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3-6 activities should be described (see Writing Guide [Pages 9-10](#)).

Supervise operations of the administrative team to effectively support programs and services of the branch.

- Allocate and monitor workplans and workflow to address the varying needs of units within the branch.
- Provide guidance for issue resolution and more complex situations.
- Provide training and coaching to ensure department and division policies and procedures are followed.
- Review deliverables and outputs as needed and provide feedback.
- Participate in recruitment for the team.
- Work with staff to complete performance plans and reviews.

Supervise the coordination of logistics to events planning and execution in accordance with existing guidelines and policies.

- Ensure timelines are met and all relevant requirements are followed in the logistics coordination for multiple external stakeholder contacts and engagements.
- Work with staff to resolve emergent issues and/or complex situations.
- Plan, organize, and finalize event details for staff or executive meetings, functions, and/or workshops (e.g., securing vendors, setting up teleconference equipment, booking meeting rooms, and taking minutes).
- Maintain professional contacts with various vendors and facilitators, ensuring current and future functions/accommodations are accessible.
- Coordinate and maintain hospitality requests for executive/ministry approval, as well as event/audio/visual orders for vendors and facilitators.
- Ensure timely invoicing and payment of events.

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- Prepare and assemble meeting/ briefing materials including invitations, binders, agenda items, or packages for distribution.

Facilitate effective and efficient Branch planning and operations through provision of administrative supports to the ED.

- Update Executive Director on emerging events and issues, to facilitate their effective management, and resolution.
- Maintain the ongoing filing requirements for the ED Office, including paper and electronic files/documents, while adhering to records management guidelines and requirements.
- Undertake regular as well as special projects that directly affect the Branch.
- Review, sort and prioritize incoming correspondence to the ED, bringing urgent and important materials to the ED's attention.
- Compile background information to supplement inquiries and correspondence received by the Executive Director's office.
- Act as a liaison between the ED and Branch and other internal or external contacts, communicating instructions or information.
- Draft and proofread correspondence including briefing notes and binders, memorandums, letters, minutes and reports from copy or general instructions.

Coordinate branch administration processes across the Branch to support operations.

- Provide guidance on IGX processes, Bernie requests, and other platforms.
- Serve as a focal point to relay relevant branch administration queries and issues for resolution (e.g., HR Services, FOIP, Finance, IGX, Bernie)
- Coordinate the branch responses to FOIP requests and requests for holds for judicial reviews, including liaison with Justice and Solicitor General as needed.
- Participate in onboarding new employees (e.g., providing orientation, configuring workstation, phones etc. providing instruction on administrative processes, coordinating completion of relevant documentation)
- Liaise with Human Resources as needed to identify solutions or responses to specific queries.
- Update staff on policy or procedure changes relating to administrative functions within position scope.
- Maintain branch documents (e.g., org charts, administrative processes, contact lists).

Track and monitor the completion of responses to action requests as the Branch ARTS Coordinator.

- Use the cross-government Action Request Tracking System (ARTS) to receive, create, assign, route, and return briefings, documents, and other related assignments.
- Track Action Responses (ARs) to ensure the materials are brought forward for review, routed, and approved by the ED within required timelines.
- Ensure all documents are properly formatted and adhering to standard ARTS templates prior to submitting to the ED for review and approval.
- Raise awareness to approaching deadlines or timelines that are at risk of being missed.
- Communicate to staff updates or follow-up items on a regular and timely basis so that staff are current in their knowledge of ARTS.
- Update and manage ARTS documents for the EDs review and approval, and routing to ADMO.

Collaborate with department administrative staff to facilitate effective and efficient administrative processes in line with ministry and GOA policies and processes and programs.

- Liaise with administrative support staff across the branch and the department to coordinate issue management and administrative services to bolster consistency across the department.
- Provide cover-off for branch units or the ADMs Branch when necessary.
- Raise awareness to the need and value of improving administrative processes and recommend alternatives.
- Represent the Branch at division or ministry meetings related to administrative agendas.
- Provide cover-off for other administrative positions.

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Maintain branch equipment, including the timely requests for maintenance, and lease agreements.

- Act as the Service Request Coordinator (SRC) for the Branch to place requests for all computer/phone/blackberry/other technically related issues.
- Provide follow-up and ensure the requests have been properly carried out, and within appropriate timelines.
- Coordinate facilities management requests and maintenance of Branch physical assets (e.g., furniture).
- Submit and manage WORTS requests for workspace or building maintenance.
- Provide guidance to staff on equipment related queries.

**SCOPE:** List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide [Pages 11-12](#)).

The work of this position impacts the operations of SEPI by completing and supervising multiple administration functions and providing guidance to staff on administration processes and requirements. The incumbent works with multiple internal and external contacts. With many ongoing diverse activities, the incumbent requires careful attention to detail, agility to shift priorities, and organization skills. This position ensures the administrative operations of the Branch are coordinated, consistent, and comply with all required policies and processes.

The Branch Administrator is expected to apply the context of Branch and ministry operations to decision and administrative supports (e.g., when documents are edited, suggested revisions can be made for content as well as formatting; broader impacts of budget surpluses or shortfalls must be considered). Sensitivity to confidential materials and information and an understanding of branch work are required.

The incumbent evaluates the significance of emerging administration issues and assists the ED and other professional staff in determining appropriate action. The incumbent is required to analyse issues related to the job's duties and propose options for resolution. The ED provides overall direction for this role; however, the incumbent generally plans and completes day-to-day activities independently. Work completed in this position work is reviewed by the ED upon completion for accuracy and implication of decisions made; however, initial decisions are made with a great deal of independence. The Branch Coordinator looks for efficiencies in all areas of branch administration and develops and executes plans for implementing process changes to ensure best practices are always followed.

This position works within the parameters of established ministry and GOA policies and regulations, processes, and procedures as well as within directives and priorities established by the Minister, Deputy Minister and/or ADM. General objectives are set for the position however the incumbent has latitude to determine areas of focus based on the EDs priorities.

**KNOWLEDGE, SKILLS & ABILITIES:** Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide [Pages 12-14](#)).

- Supervisory skills and knowledge
- Comprehensive knowledge of Government of Alberta administrative policies, processes, and systems
- Strong working knowledge of financial administration policies, processes and systems including contract administration.
- Strong working knowledge of and skill in general branch administration (i.e., word processing, spreadsheet preparation, logistics coordination).
- The ability to use a variety of software including Microsoft Word, Excel, PowerPoint, ARTS, Bernie, and 1GX.
- Awareness of the department's business plan and policies, familiarity with Acts and regulations, and a basic understanding of FOIP principles.
- Awareness of branch mandates and stakeholder groups

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- Excellent written and oral communication skills and the ability to interact with diverse communities and stakeholders.
- Creative problem-solving skills, initiative and sound judgment
- Strong relationship building skills, tact and diplomacy, and commitment to confidentiality.
- Ability to work independently and as part of a team within established guidelines and practices that govern financial, administrative, and contractual procedures.
- Exceptional organizational skills with the ability to adapt and respond to changing priorities and work under tight timelines.
- Ability to work independently, prioritize work and to identify issues that require immediate attention.
- Keen attention to detail.
- High school diploma and several years of progressively responsible experience. Relevant post-secondary certificate or diploma preferred.

#### APS Competencies

Creative Problem Solving – assess options and implications in new ways to achieve outcomes and solutions.

- Looks for ways to improve the provision of administrative processes in line with existing policies and guidelines.
- Raises awareness to emerging issues proactively to mitigate negative impacts to the branch.

Agility – anticipate, assess, and adapt to changing priorities, maintain resilience in times of uncertainty and effectively work in a changing environment.

- Guides the administrative team to adapt to shifting priorities and tight timelines.
- Fosters openness to new approaches across the administrative team.

Build Collaborative Environments

- Builds a collaborative environment through sharing information and identifying ways to support the administrative team to accomplish their work.
- Considers and respects the impact of different options before acting.

**CONTACTS:** Identify the main contacts the position communicates with and the purpose of the communication (See Writing Guide [Pages 14-15](#)).

- SEPI ED – to provide and coordinate administrative supports; liaise regarding raise awareness to emerging issues.
- Branch staff – to exchange information and routing of action requests; provide guidance and training on administration matters; supervise the provision of administrative activities for both branches.
- Other administrative staff across the Department - to communicate about and coordinate administrative methods and procedures); coordinate administrative services across the unit, and support projects; provide back-up as needed.
- Other Department staff – organize meetings; share information; coordinate activities.
- Ministry Corporate Services (e.g., HR, Finance; Service Alberta) – seek information/assistance regarding financial or human resource issues; clarify issues; provide information; serve as primary administrative liaison.
- ADMs Office – direct contact regarding Action Requests and other queries; provide cover-off as needed.
- General public and external stakeholders – respond to enquiries, assist where possible, and coordinate scheduling for the ED or branch staff; supervise the complete logistics for meetings and retreats.