

Update

Ministry

Infrastructure

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Manager, Business Services

Current Class

Manager (Zone 2)

Job Focus

Operations/Program

Supervisory Level

01 - Yes Supervisory

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Vacant

Organizational Structure

Division, Branch/Unit

Properties Division, Realty Services Branch

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Director, Business Services

Supervisor's Current Class

Senior Manager (Zone 2)

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

This role will manage a multi-functional team of program services and administrative staff that includes paralegals, program services staff, process improvement specialists and administrative support who provide support to the Leasing and Acquisition, Sales and Development teams in Realty Services Branch.

Responsibilities Removed:

The manager will no longer manage the senior legal analysts nor will it be responsible for financial management functions.

Job Purpose and Organizational Context

Why the job exists:

The Manager, Business Services is responsible for the effective and efficient management of a multi-functional team of program services and administrative staff who support Leasing and Acquisition, Sales and Development units to deliver a variety of business services including paralegal, program services, process improvement and administrative as well as other services as are deemed necessary. This team will lead in reviewing, developing, refining and improving documentation and processes in coordination with internal/external stakeholders.

Reporting to the Director of Business Services, the Manager performs work in accordance with relevant legislation, policies, guidelines, standards, and procedures.

Responsibilities

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

1. Guide the work of the paralegal and administrative team supporting the senior legal analysts to ensure effective support.

Activities:

- Oversees the preparation of leasing documentation including agreements, approval memos and other associated documents and ensures accuracy for execution.
- Manages the preparation of various real property documents that allow for the construction and maintenance of utilities and other infrastructure, most commonly permitting a utility company to carry out work within the transportation utility corridors (TUCs).
- Supports paralegals in assisting land agents, dealing with tax authorities for land sale transactions, supporting senior legal analysts and liaising with law firms, preparation of conveyancing documents, land titles registration, advising the Alberta Gazette of transactions, and review and format of lease documents.

2. Business operations documentation processes are developed, evaluated, monitored and improved to achieve maximum efficiency within the branch.

Activities:

- Establishes standardized processes and tools for financial and business functions.
- Evaluates current relevant department, branch and business area processes for continuous improvement.
- Contributes and delivers branch continuous improvement strategies and initiatives.
- Review branch processes and lead development of new process work, updating and ensuring all work processes are documented.

3. Human resources management to ensure responsibilities to deliver established outcomes are maintained and capacity is developed.

Activities:

- Manages the recruitment, leadership and coaching, learning and development plans, resourcing needs to meet service demands for the Financial Operations team.
- Support staff in performance planning and agreements in line with individual, branch operational, and department strategic goals.
- Supports the training and development of staff.

4. Information Management and Technology: Assist in the development and implementation of appropriate business systems to support Realty Business requirements.

Activities:

- Lead staff in the development of business processes to enhance the provision of financial and program information to support reporting and day to day operations.
- Monitor lease systems operations and processes to ensure the current and future needs of the branch are met; to enable efficient and effective delivery of program services.
- Monitor Contract Management Systems (CMS, ICAPS, FAMIS) to ensure continuity of services and business knowledge.

- Business representative for Realty Services Branch in systems development initiatives.
- Central contact person for access to Leasing systems.

Problem Solving

Typical problems solved:

The Manager, Business Services must understand complex relationships and facilitate decision-making processes involving Ministry and government representatives and stakeholders; with occasionally conflicting perspectives, requirements, and priorities. Sound professional judgment is required given the politically sensitive nature of information dealt with. Challenges faced require well developed and demonstrated analytical, reasoning, evaluation, and problem solving skills. Significant interpretative and critical thinking is required, along with the ability to facilitate decision-making processes involving senior and executive representatives, subject matter experts, and stakeholders.

Types of guidance available for problem solving:

This position works within the parameters of established statutes, policies, directives, guidelines, and business plans. The Director is available to clarify broad goals, objectives, and priorities and provide consultation and guidance. Within these parameters, the Manager is provided authority to determine approaches to ensuring effective delivery of services.

Direct or indirect impacts of decisions:

Long-term direction and key priorities for the Realty Services branch are determined by senior Ministry and government officials; with relevant legislation, regulations, and policies providing broad parameters for operations. As a member of the management team for a designated area, this position is jointly responsible for contributing to the achievement of relevant branch, division, and Ministry goals. The work carried out is complex, politically sensitive, and affected significantly by decisions and priorities established within the Alberta Government and Ministry business plans.

The Manager is delegated freedom to plan, organize, and manage work associated with the business responsibilities of the branch. This position is directly accountable to ensure that business and process responsibilities associated with lease documentation and administration as well as process documentation and improvement are achieved. In addition, the support of documentation of acquisition, sales and development agreements are part of the functions for which the team reporting to this role is responsible.

Decisions and actions of this position have a direct impact on staff, landlords and tenants and have a potential for considerable financial, business and political risk.

Key Relationships

Major stakeholders and purpose of interactions:

Internal:

Directors (RSB) - Exchanges information daily/weekly; discusses issues related to documents, staffing, process improvement, performance measures etc. Interacts with Directors of all Branches to provide critical reports on leases for decision making.

Leasing Managers, ASD Managers (RSB) - Exchange information daily. Discusses issues related to documents, staffing, process improvement, performance measures etc.

External:

Tenants and Landlords - Exchanges information with senior and executive private sector staff to ensure overall lease compliance; specific to operating costs and legal obligations of related lease clauses.

Required Education, Experience and Technical Competencies

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

If other, specify:

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

The Manager requires comprehensive knowledge of:

- Advanced business writing and communication skills
- Relevant Ministry and government business plan goals, mandates, and organizational structures.
- At least five years experience in financial/business operations, including experience in financial analysis, budgeting,

reporting and process reviews.

- Demonstrated supervisory experience is required.

- A professional accounting designation (or working towards) is preferred.

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"> • Uses wide range of techniques to break down problems • Allows others to think creatively and voice ideas • Brings the right people together to solve issues • Identifies new solutions for the organization 	
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"> • Forecasts and proactively addresses project challenges • Removes barriers to collaboration and achievement of outcomes • Upholds principles and confronts problems directly • Considers complex factors and aligns solutions with broader organization mission 	
Develop Networks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<p>Makes working with a wide range of parties an imperative:</p> <ul style="list-style-type: none"> • Creates impactful relationships with the right people • Ensures needs of varying groups are represented • Goes beyond to meet stakeholder needs • Ensures all needs are heard and understood 	
Build Collaborative Environments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<p>Involves a wide group of stakeholders when working on outcomes:</p> <ul style="list-style-type: none"> • Involves stakeholders and shares resources • Positively resolves 	

		<p>conflict through coaching and facilitated discussion</p> <ul style="list-style-type: none"> • Uses enthusiasm to motivate and guide others • Acknowledges and works with diverse perspectives for achieving outcomes 	
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