

**New**

Ministry

**Describe: Basic Job Details****Position**

Position ID

Position Name (200 character maximum)

Requested Class

Job Focus

Supervisory Level

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****Job Purpose and Organizational Context**

Why the job exists:

**Job Purpose**

The position manages the Ministerial Correspondence Unit and its staff. It is responsible for ensuring correspondence is completed in a timely and consistent manner. It is accountable for managing the established standards for style, tone, vision, content, accuracy, and formatting. The position provides guidance on the technical aspects involved with researching, preparing, and editing correspondences, while ensuring written material reflects the policies and position of the ministry and government.

The position is responsible for the management of the Action Request process in the Action Request Tracking System (ARTS). It maintains effective relationships with the divisions to allow Action Requests to move through the channels effectively. The position analyzes data, and interprets trends, while working with the Minister's Office, Deputy Minister's Office, Communications, and divisional partners to manage the workflow and the Action Request process. It identifies emerging trends to senior leaders, and

participates in the development of responses or processes. This position will work independently to develop and implement systems to find efficiencies and enhance the quality and timeliness of the department's action request process.

### **Organizational Context**

The position reports to the Executive Director, Executive Operations within the Deputy Minister's Office (DMO) and manages a team of Writer/Editors, Senior Writer/Editor, and ARTS Administrators. It is responsible for leading the team ensuring correspondence meets writing criteria. It collaborates with managers of other departments on joint responses to ensure a coordinated approach is applied.

The position works independently to manage the department's Ministerial Correspondence Unit, which processes all Action Requests from the Minister's Office and those created by the department for the Minister and Deputy Minister. This includes response letters, emails, memorandums, briefing material, legislative and policy packages, speaking notes, and official documents.

The Ministerial Correspondence Unit is responsible for monitoring, tracking, and responding to all requests sent directly from the Minister's Office, Deputy Minister's Office, and Premier's Correspondence Unit. The position generally functions as a first point of contact for the Minister's Office, Deputy Minister's Office, and for other government Ministerial Correspondence Units.

### **Responsibilities**

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

#### **1. Manages the Ministerial Correspondence Unit:**

- Effectively distributes and assigns work.
- Reviews and approves final correspondence packages prepared by MCU for accuracy.
- Manages the approval process between divisions and the Minister's Office.
- Ensures timelines, processes, and standards are clearly established, communicated, and achieved.
- Provides clarification on Action Request instructions and feedback for complex and sensitive situations.
- Supervises all MCU staff, including workload, performance management, recruitment, and administrative and human resource functions.
- Delegates ARTS administrative functions for the ministry to MCU staff.

#### **2. Maintains effective working relationships with divisional staff, the Deputy Minister's Office, the Minister's Office, and Premier's Correspondence Unit:**

- Fosters cross-departmental and intra-departmental coordination and collaboration of responses.
- Facilitates the completion of correspondence in alignment with writing standards and expectations.
- Gathers key messages in anticipation of potential correspondence events or trends.
- Manages the development and delivery of semi-annual Action Request training.

#### **3. Identifies emerging issues, trends, and efficiencies:**

- Meets with senior management within the department and provides advice on resolution strategies.
- Maintains an awareness of issues that may arise related to strategies or legislation.
- Represents the team and collaborates with department staff on committees to anticipate emerging issues, best practices, and efficiencies.
- Keeps informed of significant policy changes, legislation, or organizational changes that impact correspondence.
- Considers functionality and application of any new processes, systems, and tools available from Technology and Innovation to enhance efficiencies in correspondence management.

#### **4. Manages daily performance measures, branch and department priorities, and the branch operational**

plan:

- Monitors the flow of correspondence to ensure they are completed within timelines and established standards.
- Resolves complex program operational issues in collaboration with the Deputy Minister's Office and Minister's Office.
- Participates in branch planning and reporting with the Executive Director, Executive Operations while collaborating with managers and staff.
- Prioritizes requests, manages workloads, and exercises judgment in a politically sensitive environment under tight timelines and high-volume conditions.
- Allocates resources and initiates changes to processes and standards, as needed.

5. Other related duties as assigned by the Executive Director, Executive Operations, which support the purpose of the job without expanding the complexity of the main responsibilities.

## Problem Solving

Typical problems solved:

The position manages the articulation of complex and politically sensitive/driven issues in concise and astute responses. It assesses and anticipates changing workflows and oversees the necessary adjustments to compensate for high volumes, while meeting department quality standards and timelines. The position anticipates and identifies stakeholder issues in order to develop strategic responses, which are consistent with department objectives. The position demonstrates strong interpersonal skills in order to acquire urgent, succinct, and accurate information from staff and stakeholders, and manages expectations from stakeholder groups with differing perspectives on issues.

Types of guidance available for problem solving:

Existing government frameworks, policies, and processes are available for reference. Guidance is also available from management, divisions, Communications, and other correspondence contacts from across the government. Existing precedents can be applied, however they may need to be tailored to meet the objectives of each situation. In these situations, the position participates in identifying options and recommending solutions.

Direct or indirect impacts of decisions:

The strategies and processes that are developed and implemented by this position have an effect on the overall accountability of the ministry. The decisions made impact timelines, responsiveness, and accuracy of information provided to the Minister's Office, Deputy Minister's Office, Premier's Correspondence Unit, and other ministries.

## Key Relationships

Major stakeholders and purpose of interactions:

### **Internal (within the department)**

- Manages team operations, supports ongoing development of staff, and guides resolution of particularly complex cases.
- Executive Director, Executive Operations to participate in branch planning and reporting, report on team operations, raise awareness to significant emerging issues, and participate in identification of resolutions.
- Deputy Minister's Office and Minister's Office to report on trends and statistics for issues and correspondences, raise an awareness of significant emerging issues and participate in identifying resolutions, ensure that all correspondence reaches offices within expected timelines, review correspondences, and liaise with the Minister's Office to identify and reflect priorities and changes in style.
- Department staff to maintain open communication, provide advice on correspondences, identify emerging issues, coordinate information from multiple sources, and maintain effective working relationships to facilitate daily team operations.

**External (outside the department)**

- Ministerial Correspondence Units in other departments to participate on cross-departmental initiatives, information sharing, and align branch processes.
- Public and stakeholders to address queries, provide information, and engage in conversations in order to develop responses.

**Required Education, Experience and Technical Competencies**

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

If other, specify:

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

**Practical Job Knowledge**

- Leadership, management, and supervisory experience including, performance measurement and evaluation techniques.
- Advanced knowledge of ministry programs, policies, legislation, issues, and operational structure.
- Extensive understanding of political and policy decision making processes.
- Excellent communication skills, superior organizational skills, research and analytical skills, and tact and diplomacy.
- Advanced writing and editing skills.
- In-depth knowledge of proper English grammar, Canadian plain language, and Government of Alberta writing styles.
- Enhanced knowledge of the Action Request Tracking System (ARTS), Action Request processes, standards, guidelines, and templates.
- Extensive experience in negotiation, liaison, and conflict resolution skills.
- Advanced knowledge of past and current affairs and issues facing the department and government.
- Expert knowledge of department records management requirements for Action Requests.

**Theoretical Knowledge**

- Advanced knowledge of communication theories, including writing, editing, and research methodologies.
- Superior knowledge of editorial practices including, semantics, syntax, discourse techniques, and developmental language.
- Extensive knowledge of communication theory and how language impacts messaging and tone.

**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 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</li> </ul>	

		<p>perspectives</p> <ul style="list-style-type: none"> <li>• Works towards actions and plans aligned with APS values</li> <li>• Works with others to identify areas for collaboration</li> </ul>	
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>	
Agility	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> <li>• Identifies alternative approaches and supports others to do the same</li> <li>• Proactively explains impact of changes</li> <li>• Anticipates and mitigates emotions of others</li> <li>• Anticipates obstacles and stays focused on goals</li> <li>• Makes decisions and takes action in uncertain situations and creates a backup plan</li> </ul>	
Drive for Results	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> <li>• Uses variety of resources to monitor own performance standards</li> <li>• Acknowledges even indirect responsibility</li> <li>• Commits to what is good for Albertans even if not immediately accepted</li> <li>• Reaches goals consistent with APS direction</li> </ul>	