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## New

Ministry

[Advanced Education](#)

### Describe: Basic Job Details

#### Position

Position Number

Working Title (30 characters)

[Program Support Analyst](#)

Requested Class

[Program Services 4](#)

Job Focus

[Operations/Program](#)

Supervisory Level

[00 - No Supervision](#)

Business Unit

Dept ID

Program Code

#### Employee

Employee Name (or Vacant)

#### Organizational Structure

Division, Branch/Unit

[PEI, Program Innovation/Strategic Workforce Plannin](#)

☐ Current organizational chart attached?

Supervisor's Position Number

Supervisor's Working Title (30 characters)

[Manager, Strat Workforce Plann](#)

Supervisor's Current Class

[Manager \(Zone 2\)](#)

### Design: Identify Job Duties and Value

#### Job Purpose and Organizational Context

Why the job exists:

The Program Innovation Branch is responsible for ongoing operations of the public program approval function and private program licensing within Advanced Education. This includes identifying, on an ongoing basis, priorities for workforce planning to support strategic change leadership in partnership with post-secondary institutions to ensure programming at the system level continues to provide high quality learning opportunities for students while addressing the needs of Alberta's economy.

This position supports cross-ministry workforce planning projects to realize government outcomes and policy direction in support of systemic change within the post-secondary system aligned to Alberta's Recovery Plan, Alberta 2030 and Alberta at Work. Each project is centered on and organized by priority economic sectors and identifies strategies to address workforce planning needs through the post-secondary system. The Program Support Analyst is responsible for multi-jurisdictional and sector-based data and research analysis to inform strategic decision-making and design of strategies. The Analyst completes research and analysis for individual projects and on the portfolio overall - balancing competing needs and providing advice on implications of funding/not funding various pieces and how that impacts Alberta's economic growth overall.

Recognizing that the post-secondary system is dynamic and will continue to evolve, the Analyst recommends changes to projects and their processes accordingly, while focusing on long-term strategic direction of the ministry and Alberta Government Priorities. Priority projects within the unit benefit from the incumbent's highly skilled approaches to

research and analysis, project management, and stakeholder engagement. The incumbent's role, accountability, and level of involvement could vary from project to project.

The Analyst works under the direction of the Manager and within the framework of existing legislation, policies, and processes.

## **Responsibilities**

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities ([sample policy research job](#)):

### **Priority Project Support**

- Provide accurate, relevant, and data-driven recommendations on a wide range of strategic and operational issues related to diverse sector workforce planning projects.
- Contribute to planning and execution of Ministry and cross-ministry workforce planning initiatives.
- Lead environmental/jurisdictional scanning to inform analysis of program mix in provincial, national, and international context (such as the Transfer Credit Review). Identify and research emerging system issues and initiate briefings for senior Ministry officials and other departments, including analysis of options, benefits, leveraging opportunities, risks, and mitigation strategies.
- Draft clear, data-based analysis and recommendations under tight timelines to support strategic decision-making.
- Represent the branch at meetings and working groups.
- Ensure project plans and consistent processes across projects are in place.

### **Research and Analysis**

- Lead identification of issues, definition of problems, identification, and development of methodologies for research and analysis and synchronization of the collection, analysis and provision of research findings, and associated implications to the workforce planning portfolio.
- Compile statistical publications and online data sources and advise others in applying the data and information to address the intersection of workforce planning and the post-secondary system planning and coordination needs.
- Develop analysis and reports relating to workforce and industry profiles.
- Identify and document gaps and opportunities to support continuous improvement in data collection and analysis to support the projects.
- Design reports for streamlined data presentation to support management decision-making.
- Establish working relationships with other jurisdictions for the exchange of best practices for continuous improvement of the Adult Learning System.

### **Serve as Data Steward**

- Address data requests, action requests and information inquiries from internal and external stakeholders (e.g., students, employers, regulatory bodies other departments; post-secondary institutions) for information regarding the post-secondary system.
- Provide subject-matter and system expertise in handling stakeholder enquiries concerning workforce planning projects.
- Coordinate unit responses to cross-divisional and external information requests, as well as requests to other divisions and ministries for information, key messages, and data.
- Work with Communications staff to respond to media contacts and public requests for information.
- Work with other units, divisions, and ministries to gather information and ensure alignment of communications with Ministry/ Alberta government priorities and messaging.

### **Project Management Systems Development and Implementation**

- Design monitoring and follow-up processes for system initiatives and branch responsibilities.
- Write orientation and resource documents for stakeholders.
- Compile and analyze reference documents and jurisdictional analyses to inform operational policy.
- Coordinate cross-ministry tables to share intelligence across the GoA regarding labour needs across all sectors
- Provide research to inform decisions and deliverables in cross-ministry tables.

### **Support the Manager in achieving the mandate and goals of the team.**

- Provide the Manager and Executive Director with advice and recommendations for emerging issues, innovation

opportunities, and challenges.

- Develop briefing materials, presentations, speeches, and correspondence to ensure branch, division and department leadership have appropriate input for decision-making.
- Provide input into branch operational planning and reporting.
- Coach and guide project staff within the department or in other departments as needed.
- Represent the Manager as needed.

## Problem Solving

Typical problems solved:

There are multiple ongoing initiatives at varying stages and every sector has specific needs. Projects can be high-profile and linked directly to department and Government priorities, which adds to the scrutiny directed toward the project; precedent and a common roadmap to project completion are frequently not available to guide the development project strategies related to how the post-secondary system can address workforce planning and capacity for development of a skilled workforce across multiple sectors. The Program Analyst is challenged to plan and execute research and analysis that addressing diverse project needs. Advice provided must integrate knowledge of GoA priorities, legislation and regulation, labour market needs, student demand, community needs, and numerous other factors; advice influences the direction, design and implementation of multiple workforce planning projects and their impacts to the evolution of the post-secondary system in Alberta. The position requires flexibility in working with a broad range of stakeholders, internal and external, to ensure that collaborative processes are carried out while timelines and goals are met.

Types of guidance available for problem solving:

The position develops solutions within Ministry and Government legislation, regulation, and guidelines. The Manager provides general direction as to how work will be completed. Problem solving is guided by direction from the Manager, the overarching project framework and related Government priorities, professional knowledge and experience, and consultation with peers and other stakeholders. The Program Analyst is delegated considerable independence to determine priorities with full authority to achieve results as agreed to with the supervising Manager. The incumbent assesses the issue from different perspectives and considers the long-and short-term impacts of various options before recommending a path forward. Solutions might require the creation or reorganization of information, or clarification of existing requirements. This position works within the parameters of established legislation, policies, plans and guidelines with significant discretion in determining workload priorities and how responsibilities are performed.

Direct or indirect impacts of decisions:

Externally, the work of this position impacts:

- Evidence and intelligence that shapes workforce planning projects that ultimately transform and modernize the post-secondary system to address sector workforce planning needs so that Alberta has the talent pipelines to achieve economic development and labour market priorities.
- Achievement of priorities and outcomes for Government strategies such as Alberta at Work, Alberta's Recovery Plan, and Alberta 2030.

Internally, the work of this position impacts:

- Relationships and collaboration with other divisions and Ministries on system issues relating to adult learning and workforce planning. Robust, data-driven analysis of how strategic and operational policies impact attainment of Alberta government priorities is essential.
- Effective and efficient team plans and processes.
- Collaboration and information sharing across units.

## Key Relationships

Major stakeholders and purpose of interactions:

Internal

- Manager and Executive Director - raise awareness to significant issues; provide advice and recommendations of issues, decisions, and recommendations as well as to facilitate information flow among team and with project

teams; support their engagement on cross-ministry tables.

- Unit staff - collaborate on unit priorities; provide leadership on research topics
- Other departments/other levels of government - information sharing about projects and reporting data collection, providing reports and updates; responding to questions.
- Management and staff across the Ministry to design solutions, initiate and deliver on complex projects, and enhance use of data/analytics to support decision-making.

#### External

- Post-secondary institutions - build relationships and seek input on policies and guidelines; respond to queries
- Students, employees, industry - respond to queries and provide information

### Required Education, Experience and Technical Competencies

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

If other, specify:

Related field is also applicable.

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

#### Education and Experience

- Baccalaureate degree in a related field and a minimum four years' relevant employment experience

#### Technical Competencies, certification and/or training

- Excellent and well-developed research and analytical skills and experience planning and completing different types of research projects.
- In-depth knowledge of education and training providers, programs and issues in Alberta's post-secondary system and knowledge of Advanced Education and other GOA legislation and regulation.
- Knowledge of Government of Alberta ministries, business plans, policy frameworks and strategic priorities and understanding of stakeholder groups impacted by the Ministry mandate and operations.
- Broad knowledge of post-secondary education and workforce planning issues provincially, nationally, and internationally, and an understanding of the economic, political and social environment in which Alberta's adult learning system operates.
- Ability to view projects through the lens of Government and department strategic and policy directions related to workforce planning and the post-secondary system.
- Sound project management knowledge and skills.
- Knowledge and experience with program development, evaluation and reporting principles and approaches.
- Competency to use various programs/applications to develop reporting templates, reports and presentations.
- Knowledge of and ability to apply change management principles and approaches to projects.
- Strong interpersonal and communication skills to work with program areas on a variety of projects, and to provide advice to business units on program development and implementation.
- Critical thinking and analytical skills to actively assess challenges, opportunities, impacts, and risks presented in projects.
- Well-developed research and evaluation skills and ability to present results in meaningful presentations to various audiences.
- Excellent coordination and organization skills
- Ability to create diverse documents, tools, and presentations to suit diverse audiences.
- Organization and prioritization skills to balance multiple ongoing projects at one time.
- Agility to adapt quickly to changing direction and priorities that impact projects.
- Ability to work independently as well as part of a team, making appropriate decisions and acting where required.

#### 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 perspectives</li> <li>• Works towards actions and plans aligned with APS values</li> <li>• Works with others to identify areas for collaboration</li> </ul>	The Program Analyst is expected to have a good understanding of the other sub-units with the departments as well as the external stakeholders in order to provide a holistic view on initiatives. Program Analyst must be able to anticipate potential impact of a decision on specific projects or the department.
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>	The Program Analyst must consistently approach projects and tasks in a creative and innovative way and consistently improving and adapt knowledge and strategies to align with changing ministries goals and priorities. The Program Analyst must constantly and proactively anticipate potential risks associated with a decision.
Drive for Results	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> <li>• Plans based on past experience</li> <li>• Holds self and others responsible for results</li> <li>• Partners with groups to achieve outcomes</li> <li>• Aims to exceed expectations</li> </ul>	The Program Analyst is expected to access resources and information from other areas or jurisdictions in a timely manner. The Analyst must have the ability to synthesis large, complex information and use it to analyze issues, generate options, and ensure alignment with overall goals or priorities of the department.
Develop Networks	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Works on maintaining close relations with all stakeholders:</p> <ul style="list-style-type: none"> <li>• Identifies key</li> </ul>	The Program Analyst maintains contact with multiple stakeholders to proactively build

		<b>stakeholder relationships</b> <ul style="list-style-type: none"> <li>• Has contact with range of interested parties</li> <li>• Actively incorporates needs of a broader group</li> <li>• Influences others through communication techniques</li> </ul>	relationships and collaboration.
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## Benchmarks

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

024PS60 Senior Planning Officer, Advanced Education  
024PS20 Senior Economist, Office of Statistics and Information

## 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
_____ Manager/Director Name	_____ Date yyyy-mm-dd	_____ Manager/Director Signature
_____ Executive Director Name	_____ Date yyyy-mm-dd	_____ Executive Director Signature
_____ ADM Name	_____ Date yyyy-mm-dd	_____ ADM Signature