

Ministry

Jobs, Economy, Trade and Immigration

**Describe: Basic Job Details**

Position Name (200 character maximum)

Manager, Film and Television Tax Credit Program

Current Class

Manager (Zone 2)

Job Focus

Operations/Program

Supervisory Level

01 - Yes Supervisory

**Organizational Structure**

Division, Branch/Unit

EDBS/Policy and Program Delivery/PDC

Supervisor's Position Name (30 characters)

Dir., Prog. Del. & Compliance

**Design: Identify Job Duties and Value**

**Changes Since Last Reviewed**

Date yyyy-mm-dd

2026-04-23

Responsibilities Added:

Clarifications and updates to branch/unit names.

Responsibilities Removed:

There were no responsibilities removed.

## Job Purpose and Organizational Context

Why the job exists:

The Ministry of Jobs, Economy, Trade and Immigration supports economic development, promotes trade and investment, attracts skilled workers and promotes safe, fair and healthy workplaces. The Ministry of Jobs, Economy, Trade and Immigration enhances Alberta's competitive advantage by creating the conditions to help more Albertans prosper by supporting economic development, building a skilled workforce, attracting and enabling investment, removing barriers to enable increased trade, promoting safe, fair and healthy workplaces, and fostering inclusive, multicultural communities.

The Economic Development and Business Supports Division is focused on driving and operationalizing the department's economic development agenda through policies, strategies, programs and services that help create jobs and diversify Alberta's economy. We do this by providing strategic intelligence and analysis, developing policy, engaging with stakeholders, and delivering programs and support focused on quality and excellence in client service.

The Program Delivery and Compliance Unit, within the Policy and Program Delivery Branch, is focused on the administration of programs and initiatives that drive investment, business growth, job creation and diversification throughout Alberta. These programs are crucial to the success of Alberta businesses, municipalities and regional organizations as they encourage regional economic growth and promote the development of Alberta's small and medium sized primary and emerging sectors.

Reporting to the Director, the Manager, Film and Television Tax Credit (FTTC) Program is the operational lead for the administration of the FTTC program. The Manager is responsible for program operations, including application review, stakeholder outreach, issues resolution, and contributing to program reporting and evaluation. This position prepares the recommendations that move forward for approval by the Minister or assigned designate. The Manager is responsible for providing timely, accurate analysis and recommendations on which to base program policy directions.

## Responsibilities

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

### 1. Manage Program Administration:

- Manage the team of Program Officers and Senior Advisors that administer the FTTC program and lead the day to day program administration. Act as the first line for escalated issues management to support program operations.
- Oversee the team in reviewing and approving applications, answering inquiries from stakeholders and applicants, and in the development of reports and information that will be delivered to senior management.
- Liaise with multiple units to inform the administration of specific components of program delivery align and comply with program intent.
- Be responsible for recommendations on each application, based on analysis by team members and application evaluation criteria and facilitate appropriate approvals, all the way to the Minister.
- Identify legislative amendments or program guidelines updates that may be required as the program is implemented.
- Identify, monitor, and help to resolve issues that impact the administration of the program, including the impact of activities by other governments and stakeholders.
- Develop and implement processes to guide program implementation, adjudication, funding, budget management, reporting and evaluation and using of IT systems.
- Provide advice on the development of interim and end of program indicators and recommendations for program changes when required.
- Collaborate with the program team (and relevant stakeholders) to identify, prioritize, and implement quality improvements to the program for a more efficient client experience and

functional program.

## 2. Facilitate Program Enhancements:

- Assess information on tax credit use and impacts faced by businesses and industry.
- Direct research and analysis on various issues with tax and program implications, maintain awareness of current developments that may impact the program, and assess and advise on these issues as well as providing recommendations to senior decision makers.
- Work with relevant internal stakeholders, such as Legal, Legislative Service, Policy, Finance, and Service Alberta and Red Tape Reduction.

## 3. Stakeholder Engagement:

- Engage stakeholders to understand circumstances or evolving situations, engaging other required stakeholders to action support or solicit information, and escalating / flagging issues for senior decision making where required, including the development of briefing notes for decisions.
- Work with GOA staff to ensure program legislation, regulations and policies related to the programs comply with standards, meet legislated requirements, and are consistent with business plans.
- Consult with applicants and stakeholders to receive feedback on programs and to identify specific recommendations or program changes required. Proactively manage relationships with key stakeholders to maintain positive and collaborative dialogue.

## 4. Provide and support leadership, mentorship, and employee development within the unit:

- Lead the team in a strong, systems thinking approach, in particular the identification of impacts, interconnections and/or unintended consequences across governance areas to identify innovative and effective approaches/alternatives, anticipate stakeholder reactions and manage issues and relationships.
- Provide leadership, advice, guidance, and direction to staff to effectively meet the branch goals, driving towards the achievement of outcomes for the branch, division, and ministries.
- Support staff in their professional development goals by providing regular feedback and opportunities for training and stretch assignments where possible.
- Routine people management, system processing and approvals activities to ensure staff are managed, such as leave requests, overtime, training approvals, performance management discussions, etc.
- Ensure meaningful one-on-ones with staff are routinely scheduled and facilitated to ensure ongoing staff development and achievement of work assignments.
- Demonstrate Alberta Public Service Values of Respect, Accountability, Excellence, and Integrity; contribute to the advancement of Diversity and Inclusion in the Alberta Public Service; and foster a positive and inclusive workplace.

## Problem Solving

Typical problems solved:

Issues with program applicants are identified by staff and brought to the manager for investigation and resolution. Often, these issues are unique and require specialized solutions.

Mitigation - The manager will investigate key issues, or work with staff to investigate key issues, applying program policies and frameworks, consulting applicants, obtaining inputs from legal, other relevant departments and senior management. Depending on the impact of the decision, solutions are either implemented directly or are brought forward to the Director for approval or to be escalated as required (Executive Director, Assistant Deputy Minister, Deputy Minister and/or Minister).

Program delivery requires the Manager and their team to operate under accelerated and compressed

timelines on highly publicized issues.

Mitigation - The manager must be aware and anticipate issues that could potentially affect program delivery, and the achievement of overall government outcomes. The Manager is able to identify and escalate these issues to senior management for awareness and guidance.

This role requires the application of complex policy interpretation, and the level of detail and complexity of associated policies can create further challenges in program administration.

Mitigation - The incumbent must maintain extreme attention to detail, and clear focus on keeping detailed program information correct while considering the policy implications of each program decision.

Types of guidance available for problem solving:

Guidance for problem solving is provided by existing ministry and government strategies and priorities related to economic development. Specific program development and implementation frameworks, and decision-making processes also guide action. The Manager is expected to consult with experts in other ministries to determine eligibility and approval for the most ambiguous cases, with a requirement to clearly rationalize program decisions. These situations can be sensitive and require negotiation and conflict resolution skills. As issues arise, the Manager is able to consult with senior management and others in the government possessing specialized knowledge or information (e.g., on accounting principles, tax policy matters, federal taxation issues, etc.). The Director is also available to support and engage in the most complex cases, as needed.

Direct or indirect impacts of decisions:

The work of this position has a direct impact on the enhancement and operations of the FTTC program. Senior management and officials rely on the recommendations and supporting evidence provided by the Manager; this information influences decisions about authorizations, funding, and program improvements. Failure to provide accurate information to department staff or program stakeholders could lead to major discrepancies and could have implications for program success. Decisions made regarding the FTTC program could have the potential to impact precedents. The incumbent must also be aware and anticipate issues that could potentially affect program delivery and thereby impact the flow of funds to FTTC recipients.

## Key Relationships

Major stakeholders and purpose of interactions:

**Ministry Executive and leadership:** Periodic engagement, as required, to provide background information to support advice and recommendations, provide briefings, and respond to inquiries. Typically, interaction is in the form of information provision (in the form of briefing notes) that may be escalated up to ministry leadership for approval or decision.

**Director, Program Delivery and Compliance:** Frequent engagement (daily) to discuss front-line operations, recommend approvals, provide updates, analyses, and reports.

**Program Team:** Frequent (daily) engagement of program team staff to lead unit operations, resolve complex issues, and identify program improvements.

**Leaders in other ministries:** Engage stakeholders from other ministries (such as Arts, Culture and Status of Women, Treasury Board and Finance, etc.) as required (typically weekly to bi-weekly) to collaborate on initiatives, share information, integrate services for businesses, and consult when new legislation is developed.

**Corporate services:** Frequent (weekly) engagement of services such as HR, Finance and Corporate Services, Legal Services, etc. to seek guidance on the resolution of issues, interpret policy into program design documents and move documents forward through the approval process.

**External Engagement:** Engagement of external stakeholders may include program applicants, industry stakeholders and associations, Government of Canada, and senior representatives from other jurisdictions.

This engagement is typically on an ad hoc basis as identified through program need.

**Required Education, Experience and Technical Competencies**

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

If other, specify:

Comparable and related majors will also be considered.

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

- A background in accounting and/or finance is preferred.
- Experience and knowledge in tax credit program delivery at the provincial and/or federal levels is preferred.
- Understanding of legislation, regulations, and impacts on policy frameworks is an asset.
- Knowledge of approaches related to evaluation and performance measurement / accountability frameworks is an asset.
- Strong leadership and execution skills.
- Problem resolution and issues management skills.
- Superior experience and abilities in collaboration and consensus-seeking processes.
- Strong interpersonal skills focusing on the ability to communicate effectively
- Strong writing skills to identify issues and prepare correspondence, reports, briefing notes, memos and letters.
- Strong verbal communication skills to facilitate meetings and events, present information on programs and services.
- Well-developed team-building and people management skills.

**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 incumbent needs to anticipate economic requirements of business communities and industry and balance this with an understanding of taxation and financial optimization and political ability to implement specific programs.
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"> <li>• Forecasts and proactively addresses project challenges</li> <li>• Removes barriers to collaboration and achievement of outcomes</li> </ul>	The incumbent is directly responsible for the achievement of program objectives and for the delivery of programs in the portfolio. The incumbent must be driven to achieve desired results, meet tight

		<ul style="list-style-type: none"> <li>• Upholds principles and confronts problems directly</li> <li>• Considers complex factors and aligns solutions with broader organization mission</li> </ul>	deadlines, and take initiative.
Develop Networks	○ ○ ● ○ ○	<p>Leverages relationships to build input and perspective:</p> <ul style="list-style-type: none"> <li>• Looks broadly to engage stakeholders</li> <li>• Open to perspectives towards long-term goals</li> <li>• Actively seeks input into change initiatives</li> <li>• Maintains stakeholder relationships</li> </ul>	The incumbent must identify and engage with relevant stakeholders who can provide required information and insights to inform effective decision making.
Agility	○ ○ ○ ● ○	<p>Proactively incorporates change into processes:</p> <ul style="list-style-type: none"> <li>• Creates opportunities for improvement</li> <li>• Is aware of and adapts to changing priorities</li> <li>• Remains objective under pressure and supports others to manage their emotions</li> <li>• Proactively explains impact of change on roles, and integrates change in existing work</li> <li>• Readily adapts plans and practices</li> </ul>	The incumbent must provide solutions to ambiguous problems and help the team navigate these unusual circumstances or issues in program delivery.