

Ministry

Environment and Protected Areas

## Describe: Basic Job Details

### Position

Position ID

~~XXXXXX~~

Position Name

Priority Issues Coordinator

Requested Class

Program Services 3

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

~~XXXX~~

Cost Centre

~~XXXX~~

Program Code: (enter if required)

### Employee

Employee Name (or Vacant)

Vacant

### Organizational Structure

Division, Branch/Unit

Strategic and Integrated Services, CPG

~~XXXXXX~~

Supervisor's Position ID

~~XXXXXX~~

Supervisor's Position Name (30 characters)

Executive Director, CPG

Supervisor's Current Class

Executive Manager 1

## Design: Identify Job Duties and Value

### Job Purpose and Organizational Context

Why the job exists:

Reporting to the Executive Director of the Corporate Planning and Governance branch(CPG) in the Strategy and Strategic and Integrated Services Division, the Priority Issues Coordinator (PIC) works directly with the Executive Director and branch leadership team, and is responsible for developing, implementing and managing processes to ensure accurate, timely and responsive briefings and correspondence are delivered. The PIC assists with strategic management of priority and emerging issues, determines their nature and priority, researches and coordinates supporting information, and takes action to develop appropriate responses in a timely and coordinated manner. The PIC acts as the primary branch contact for the Assistant Deputy Minister's office and other divisional branches, and fosters a smooth flow of information across relevant parties.

This position researches and conducts environmental scanning of potential issues, and provides analysis and ongoing issues management support to ensure the effective delivery of programs and frameworks. This requires the incumbent to proactively initiate and coordinate responses, prepare briefings and recommendations for consideration, and provide value-added information and strategic messaging in a

timely manner. The PIC plays a critical role in establishing, implementing and monitoring effective issues management and communication processes. The PIC works under high pressure situations to provide accurate advice on current and emerging issues and ensures information is disseminated to the affected program areas in an efficient and effective manner. A strong understanding of communications, policy and departmental organization is required, as well as the linkage of these items to all aspects of delivery

## **Responsibilities**

### **Participation in the branch management team**

- Identify and prioritize risks, challenges and issues, and recommend strategies to support the branch and division in achieving successful outcomes.
- Share information gained from staff learning and interactions across the branch and department.
- Ensure the Executive Director and branch leadership is kept informed about issues affecting their respective areas (for example - e-scanning).
- Prepare weekly branch situation reports, highlighting priority issues and information.
- Provide data for metrics and tracking systems related to PIC functions.
- Lead and support other projects as required by the Executive Director or branch leadership team.
- Attend meetings on behalf of the Executive Director and branch, as required.
- Represent the branch on appropriate departmental committees and attend branch management meetings.
- Provide cover-off support for other department PICs.

### **Primary communication liaison for the branch**

- Establish, implement, integrate, and monitor effective communication processes and information management systems to manage the flow of information and inquiries that are received, ensuring inquiries are routed appropriately, responses prepared and issues addressed.
- Coordinate and develop strategic communications plans and associated products with respective program area of the department.
- Collaborate with branch staff to support the coordination and integration of activities across program areas and branches and ensure the branch leadership team is informed of significant developments, emerging issues, or concerns in the day-to-day operations of the branch.
- Coordinate information from various staff members, other department staff and stakeholders into an integrated and comprehensive response to queries.
- Work with the Assistant Deputy Minister's office to implement consistent and efficient processes to respond to all requests for information.

### **Support the branch in achieving its mandate and goals**

- Provide input and recommendations relating to issues, opportunities and challenges associated with branch operations.
- Work closely with the Executive Director and branch leadership team to determine key priorities and goals for the year.
- Lead the development and ongoing review of the branch operational plan and quarterly reporting updates.
- Provide regular communications on the progress and achievement of performance measures relative to operational/business planning goals and objectives.
- Participate in department committees, teams and working groups to promote thoroughness, strategic awareness and consistency in management of issues.
- Review key branch documents and plans as required from a strategic issues management perspective.
- Review FOIP requests and identify potential issues related to the release of information prior to Executive Director's sign off.
- Manage the ARTS process and lead a quality assurance function ensuring the branch provides high quality messaging that is professional, clear, succinct and in alignment with the department's business plan and mandate.

### **Issues research and tracking**

- Remain current and informed on departmental issues; proactively recommend and provide an evaluation of issues and potential strategies to resolve issues.

- Track correspondence and major branch initiatives to ensure timely progress; follow-up on actions items as identified.
- Establish familiarity with the decision-making process and regularly communicate relevant deadlines and requirements to branch staff.
- Ensure briefing information is succinct, accurate, identifies potential risks and issues for the department and is delivered within timelines.
- Anticipate and identify emerging issues; manage and maintain communication/information on existing/ legacy issues.
- Ensure that Communications and Public Engagement is aware of potential issues that may be of interest to the media or may receive political attention.
- Develop weekly situation reports for the branch highlighting priority issues.
- Prepare, analyze and communication action request metrics quarterly to the branch leadership team; identify trends and/or opportunities for workload planning.
- Research trends and identify best practices, providing assessment of impact and application/ implementation

## Problem Solving

Typical problems solved:

The PIC is the branch issues management and communications lead. The PIC must use their knowledge and expertise to develop strategic and risk-based approaches and responses. The position supports the government's commitment to open, responsive and effective communication with staff, stakeholders, government members and the general public. Through this effective communication, the role enhances government relationships which have been built on the values of honesty, fairness, professionalism and accountability. The position has authority to independently engage with internal and external stakeholders, as needed and appropriate, to manage issues and support the branch management team.

The day-to-day activities of the PIC are dynamic. The PIC must be strategic and adaptable to react to the most urgent and pressing issues that arise within the branch. The PIC must be able to coordinate input and consult with branch staff to resolve issues, some of which may be sensitive in nature. The PIC is able to establish, implement, integrate and monitor information management systems and administrative processes to ensure that all matters referred to the branch are appropriately managed and the team is kept up-to-date on new and emerging issues.

Types of guidance available for problem solving:

The PIC is expected to be able to problem solve independently, though guidance is easily available from the Executive Director and branch management team. GoA, department, division and branch business processes guide the work of the PIC. The support provided by this position has a significant impact on the effective operation and perception of the branch.

Analytical and evaluative skills are required to assess issues and inquiries to determine their urgency, impact and influence, and connect to the appropriate program staff to ensure a coordinated and timely response. Strong collaboration and coordination skills are required to ensure that all parties impacted by a specific issue is linked into the solution. This position is key to building collaborative internal partnerships with program areas and developing approaches to ensure effective two-way communication approaches to issues management. This position requires a high level of business and political astuteness to recognize issues that may have potential impact.

Direct or indirect impacts of decisions:

Decisions made by the PIC impact the timeliness and quality of information reaching the Assistant Deputy's Minister office and branch staff. Rapid and effective coordination of often complicated issues can be dependent on the PIC's ability to assess, assign and synthesize information. This can directly and indirectly impact the effectiveness of the branch's ability to respond to public issues

## Key Relationships

Major stakeholders and purpose of interactions:

This position will have ongoing and regular contact with a variety of staff and external stakeholders regarding implementation, maintenance and enhancement of programs/initiatives, as well as providing

branch staff with the tools and knowledge to enable effective communication and issues management.

Executive Director, management and staff: To provide information, training, advice, direction and problem-solving pertaining to current and emerging issues, initiatives and activities in the branch, operational business plans and strategies, and development and distribution of branch communication materials.

Assistant Deputy Minister Office: Primary link to emerging issues and activities in the branch.

Department peers: To share information, collaborate and provide recommendations to issues management and communications to ensure branch initiatives and priorities are being addressed in a consistent manner, where appropriate.

External stakeholders: To gather information and communicate responses, as needed and appropriate.

#### Required Education, Experience and Technical Competencies

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

If other, specify:

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

Two years experience in project and issues management. Equivalencies will be considered for candidates with directly related education or experience.

Preference will be given to candidates that have the ability to:

- Anticipate future issues and potential impact(s) on mandates/strategies/commitments
- Build productive relationships within and across divisions and the GoA, and with stakeholders
- Analyze complex issues and synthesize findings into clear/concise recommendations
- Ability to communicate effectively with a broad range of stakeholders in a complex environment
- Familiarity with concepts and principles of project and change management, communications and the policy development cycle
- Lead a variety of initiatives/projects
- Act independently to analyze complex issues, synthesize findings, and clarify and resolve issues

Sound knowledge of:

- Proper English grammar and usage, as well as appropriate Canadian Press, plain language and Government of Alberta writing styles
- The Action Request Tracking System (ARTS), SharePoint and Microsoft Office
- Government strategic business plan goals and policy direction as it relates to the department
- GoA and department internal administrative policies, processes and practices
- Performance measurement and reporting theories, methodologies, principles and techniques
- Issues management methodologies, practices and principles

Additional skills and knowledge:

- Superior verbal and written communication skills
- Proficient use of technology and computer skills, including the use of ARTS, SharePoint, and Microsoft Office
- Political acumen and general awareness of stakeholder perspectives
- Creativity and in-depth research, writing and editing skills, including knowledge of how language and tone impacts messaging
- The ability to communicate in writing with a wide variety of audiences, including government officials, business leaders and the general public
- Knowledge of the Freedom of Information and Protection of Privacy (FOIP) legislation
- Strong time management skills to prioritize and balance multiple demands and short time frames
- Exceptional attention to detail to ensure accuracy of materials

## Behavioral Competencies

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
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 stakeholder relationships</li> <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>	The PIC relies on subject matter experts to develop briefing materials and respond to urgent information requests. Building and maintaining a strong network of relationships amongst subject matter experts is key.
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>	The PIC is responsible for issues management and must be able to identify alternate approaches or courses of action in unclear and/or complex situations.
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>	<p>Analytical and evaluative skills are required to assess issues and inquiries to determine their urgency, impact and influence, connecting to the appropriate program staff to ensure a coordinated and timely response.</p> <p>Strong collaboration and coordination skills are required to ensure that each of the internal and external parties impacted by a specific issue is linked into the solution.</p>
Agility	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Identifies and manages required change and the associated risks:	The issues that the PIC works on can often change rapidly in terms



