

Public (when completed)

Common Government

Ministry

Municipal Affairs

Describe: Basic Job Details**Position**

Position ID

Position Name (30 characters)

Manager, Issues and Operations

Current Class

Manager (Zone 2)

Requested Class

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

Deputy Minister's Office

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

ED, Executive Operations

Design: Identify Job Duties and Value**Job Purpose and Organizational Context**

Why the job exists:

Reporting to the Director, Executive Operations (DEO), this position plays an integral role in the Deputy Minister's Office (DMO). The position supports the day-to-day operations and work flow requirements within the DMO, which includes the daily management of issues and information. On behalf of the DEO, this position will manage issues and coordinate the preparation of materials, information briefings, backgrounders, reports, and information to support the effective ministry inputs into key Government of Alberta decision processes. This position will work with the DM, DEO, Executive Team members, and other ministry staff to coordinate effective input on behalf of Municipal Affairs into decision making processes and structures.

Work is done in alignment with the ministry's vision and values, business plan and strategies. As a member of the DMO, gains key understanding of the key issues of the DMO and department. Involvement in key business processes leads to a primarily self-directed role. The Manager, Issues and Operations (Manager) anticipates as many issues as possible and identifies solutions related to those issues without involving the DEO and before the issue escalates. This role has a strong focus on problem solving when issues arise in an ever-changing environment. The Manager must also understand, analyze, and convey complex information to the Minister's Office, ADM offices, and ministry staff. The position is responsible for the development and coordination of ministry information/reports, including ministerial information requests, meeting/event recommendations, briefings, correspondence, inquiry responses, and other reporting statistics that

support the strategic decision making process for executive management. The Manager also analyzes and integrates information produced by ministry staff to ensure that information products related to programs and services, policies, and initiatives, align with ministry and government priorities. Ability to change directions quickly and re-prioritize activities in a high volume, highly complex and fast paced environment, is an essential attribute of the position.

This position includes a strong component of strategic issues management and coordination, working closely with other DMO staff, Minister's Office, and Executive Correspondence Unit (ECU), other executive offices, as well as ministry staff on key background documents to support government decision making on (e.g. DM Bi-Weekly updates, Priority progress tracker, Cabinet Reports) and to provide direction on information products to ensure they are accurate and meet the needs of the Minister and Deputy Minister. The outcomes of this position directly impact the service and information provided to ministry stakeholders.

Responsibilities

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

Strategic Issues Management

- Manage and oversee a comprehensive system of responses to urgent and emergency issues, and to anticipate future issues, potential implications and identify solutions related to these issues. Works with DEO, ECU, ADMO's, and branches.
- Anticipates, identifies, detects, and analyzes relevant issues and ensures the department is responding appropriately by assisting with the development and management of appropriate plans, approaches, and strategies. When issues arise, identifies the appropriate areas of the department required for development of responses, that appropriate processes are followed, and that work is completed within appropriate time frames. Advises DEO on unique and highly political/sensitive situations that may require additional resources or assistance in developing responses.
- Manages preparation of briefings and other materials for the DEO, and complex and sensitive documents to inform planning and decision-making (e.g. answers to issues raised in Question Period, responses to complex Action Requests).
- Ensures the DEO is aware and briefed as to emerging issues, proposed solutions and action to resolve issues, and working with division representatives to resolve issue prior to requiring DEO attention and/or intervention as appropriate.
- Reviews documents (such as Action Requests), assesses risk and prepares "alerts" to urgent or sensitive matters with researched potential solutions. Works with other divisions to develop solutions to complex issues and develop recommendations for the DEO.
- Acts as a broker on the issues between the DMO and divisional ADMO's. Manages requests on an urgent basis or resulting from meetings and committees, including those originating from the ministry Executive Team committee meetings.
- Provides advice and guidance to divisional executives and ADM's in terms of process and time lines.
- Deals effectively with politically sensitive issues raised including providing accurate and timely information and balancing confidentiality provisions, program and service integrity, and the needs of clients and stakeholders.
- Develops and maintains effective working relationships with the Minister's Office, ADMO's, and other executive staff to identify and resolve issues and facilitate information exchange.

Information Management

- Develops or supports the development of strategic information products, including ministerial information requests, event/meeting recommendations, briefings, correspondence, inquiry responses, and reporting products to inform Minister's Office, DMO, ADMO's, and ministry staff.
- Working closely with the ECU Manager, develops, implements, and improves information processes to manage information flow (such as Action Requests), and ensure inquiries received in the DMO are appropriately addressed in a timely manner.
- Provides and ensures briefings and correspondence succinctly identify the issues, meet quality standards, and reflect the government/department's policy or position.
- Advises, responds to, and provides support on inquiries to the Minister as required on issues and other requests.

- Analyzes and integrates information produced by ministry staff to ensure information products related to programs and services, policies, and initiatives align with ministry and government priorities. Recommends to DEO the approval/return of briefings on atypical/complex matters.
- Prepares briefings as required.

Project Management

- Provides support to the DEO in coordinating cross ministry initiatives and projects.
- Plays a key role in compiling ministry information/data/trend analysis including quarterly updates on key events, Bi-weekly reports to Executive Council, etc.
- Assists with the preparation of policy and research material in support of the ministry's policy initiatives and policy positions on issues.

Provides support role for the regular Minister-Deputy Minister (MDM) and Executive Team meetings

- Maintains MDM forward planning document, and prepares agenda calls to Executive Team members.
- Reviews, assesses, and makes recommendations on agenda items based on priorities and current issues for the DM and DEO.
- Liaises with ADMO's and department staff on the development of required materials, and completes review of said materials once received in DMO.
- Takes and prepared minutes for Executive Team meetings, and ensures action items from these meetings, as well as MDM, are followed up on.

Other

- Provides cover-off for DEO as required.
- Makes decisions and initiates actions regarding day-to-day operations and work flow requirements within the DMO.
- Leads or supports planning for ministry-wide special events stakeholder meetings.
- Leads the coordination of the DM site and stakeholder tours, working closely with the Executive Coordinator.
- Reviews all contracts put forward from the Contract Review Committee for accuracy and readiness for DM approval. Follows up on areas that are unclear.
- Cross-trained within the DMO to support responsibilities of all other positions, and acts upon all responsibilities as needed.

Problem Solving

Typical problems solved:

- The Manager, Issues and Operations is continually faced with situations involving ambiguity and must exercise extensive judgment and problem solving skills to support the DM and DEO to balance priorities and achieve the needs of the ministry, divisions, and branches, along with external stakeholders. The nature of the issues that are presented range from the day-to-day issues arising from ministry operational needs, to emergent issues arising from the Minister or Deputy Minister offices.
- This position is relied on to anticipate, detect, and access complex issues to determine their level of urgency and provide leadership to others in developing associated approaches for resolution.
 - Issues are complex, diverse, and often politically sensitive and can range from day-to-day operational concerns to those associated with policy and procedure.
 - Resolution of issues in the context of considerable consultation and/or the absence of the DEO.
 - Gaining the co-operation of others in the division to work together to resolve issues in the midst of competing priorities. This is dependent on the Manager's ability to establish effective relationships and demonstrate knowledge of department and divisions issues and sensitivities. The challenge will be to cultivate a sense of shared responsibility across the ministry for outcomes.
 - Development of systems and processes across the department are in the best interest of the divisions but also link with and support department needs.
 - Provision of immediate responses to the Minister's Office requiring research and problem-solving skills, and sound judgment within tight timelines and the ability to remain calm under pressure.
 - The need to identify priorities when everything is a priority.

Types of guidance available for problem solving:

The Manager functions within the context of established policies, statutes, directives, and guidelines, with key pieces of legislation setting parameters for the work including the Financial Administration Act, Government Organization Act, Public Service Act, Government Accountability Act, Freedom of Information and Protection of Privacy Act, and various ministry-specific acts and regulations. The DEO is available to clarify broad goals, objectives, and priorities, with the position delegated extensive authority to determine approaches and responsibilities.

Direct or indirect impacts of decisions:

Key Relationships

Major stakeholders and purpose of interactions:

Daily:

- Minister's Office to disseminate information, provide strategic advice and/or direction or referral, and coordination of priorities and projects.

- DMO staff to disseminate information, provide strategic advice and/or direction or referral.

Frequently:

- ADMO staff and department staff to obtain responses for information products, briefings, correspondence, and other information requests.

Weekly/Monthly:

- Other Government Departments to coordinate cross-ministry information requests and assignments.

Required Education, Experience and Technical Competencies

Education Level

Bachelor's Degree (4 year)

Focus/Major

Business

2nd Major/Minor if applicable

Designation

If other, specify:

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

The DMO is a dynamic, results-orientated organization that requires the Manager to perform at an exceptional standard. This requires strong interpersonal skills and effective change management skills to work with senior staff within the ministry in the course of their duties.

The Manager, Issues and Operations must also possess:

- Formal academic preparation - a four year university degree in social sciences, business/commerce, or other related field.

- A minimum of three years of senior APS experience is required. Solid understanding of the strategic directions and priorities, as well as processes, of the department, government, and other key stakeholders.

- Sound understanding of the department's mandate, priorities, business, goals, strategies, and relevant policies, legislation, regulations, and organizational structure, including a thorough understanding of government and ministry strategic directions and business goals as they relate to the department mandate.

- Specific knowledge of department/government planning processes and requirements as well as Minister and Deputy Minister correspondence guidelines.

- Previous experience in a policy or project role within the APS is required.

- Excellent written and oral communication skills and the ability to convey information in a clear and concise manner.

- Ability to exercise a high degree of independent decision-making in applying professional standards, judgment and objectivity in dealing with sensitive and complex issues.

- Critical thinking and problem solving skills, including the ability to identify and analyze multi-faceted issues, and develop solutions to issues and information requests.

- Strong strategic thinking skills, including the ability to understand the "big picture" and how the work of the divisions align together and how this aligns with the ministry and government priorities.

- Excellent organizational skills and ability to prioritize multiple assignments, activities, competing

demands and responsibilities on a daily basis as necessary.

- Strong interpersonal skills, including negotiating skills to find ways to ensure information requests are handled by appropriate department resources within set timelines.
- Sensitivity to the political environment to note trends and issues that may impact decisions at the DMO level.
- Ability to design mechanisms and process to transfer strategic issues and information to divisions.
- Ability to identify and mobilize department resources to address issues within short timelines.
- Ability to work well in a fast-paced environment and to remain calm under pressure.
- Ability to work both independently as well as in a team environment with minimal supervision.
- Excellent research skills to verify information requests and information produced by the divisions, as well as research related to trend and issues.
- Excellent attention to detail.
- Mediation and diplomacy skills, as the role involves relaying information to and from the Minister's Office, DMO, other executive offices, and divisional management and staff on a daily basis.
- Maintain client orientated focus.
- Maintain confidentiality on sensitive issues.
- High degree of proficiency in ARTS, M365 applications, as well as the ability to work efficiently and effectively with various software including Adobe Pro, SharePoint Online, etc.

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		
	☐	☐	☐	☐	☐		

Benchmarks

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

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.