

Reclassification

Ministry

Education

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Field Services Manager

Current Class

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

Changes Since Last Reviewed

Date yyyy-mm-dd

2024-10-01

Responsibilities Added:

None.
- updated references to legislation, i.e. School Act is Education Act, 3-Year Education Plans now referred as Education Plan and amended travel from 10-20%.

Responsibilities Removed:

None.

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Branch Director, the Field Services Manager leads a team in supporting the department, Minister of Education and several Kindergarten to Grade 12 school authorities including independent schools across a broad geographic area of the province. Within the context of legislation, regulations and policies, the Field Services Manager promotes innovation and system effectiveness; monitors and provides

direction to school authorities including independent schools for compliance on planning, reporting and accountability/assurance requirements; and is accountable for ensuring school authority compliance. The Field Services Manager also supports school authorities with issues management and fosters continuous improvement. This position handles highly confidential information and is relied on to exercise sound judgment when providing information to Ministry staff, stakeholders and the public.

Responsibilities

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

1. Provide comprehensive and diverse services to school authorities, stakeholders and the public (when referred by the Minister). The Field Services Manager contributes significantly to the department's mandate to provide standards and program implementation direction and supports to school authorities. This position is responsible for contributing to the development, interpretation and implementation of education-related legislation, regulations and policies and ministry programs and initiatives. This leadership role strengthens connections between ministry priorities and school authority work in the service of several hundred thousand Kindergarten to Grade 12 students across the province of Alberta. This position is required to travel regularly within the province of Alberta for meetings with school authority leaders and stakeholders (the Field). Travel outside of the office ranges from 10%-20% of work time.
2. Oversee and monitor approximately 10 to 15 school authorities and private schools within a broad geographic area of the province grounded by government and ministry legislation, regulations, policies, directives and procedures to ensure their effective management and operations so that students succeed in learning.
 - Collaborates with several department areas (e.g., Policy and Planning, System Assurance, Business Operations and Stakeholder Support) to develop annual school authority planning and reporting requirements, based on the Education Act.
 - Leads the annual evaluation and approval of Public, Separate, Charter, and Private (Independent) school authority Education Plans and Annual Education Results Reports.
 - Leads the evaluation of Charter schools and charter renewals and recommends approval to the Minister, based on the Education Act and the Charter Schools Regulation.
 - Leads the review of annual Independent (Private) School operating plans as per the Private Schools Regulation as well as conducting monitoring activities to provide assurance on private school operations.
 - Provides leadership and guidance in the interpretation and implementation by school authorities of education-related legislation, regulations and policies and ministry programs and initiatives.

The Field Services Manager's evaluation and approval of requirements along with ongoing guidance with superintendents (CEOs) significantly impacts the overarching goals and commitments of school authorities for how they will operate and expend over \$7 billion that government provides annually in the service of student learning.

3. Recommend and initiate improvements for school authority services to students.
 - Ensures school authority compliance and accountability when issues arise, including requiring a school authority to develop an improvement plan and holding the school authority accountable for compliance.
 - Leads additional monitoring, recommending and implementing increasing consequences that are escalated with recommendations to the Director, Executive Director, Assistant Deputy Minister, Deputy Minister, and Minister as required. Recommended consequences can include recommending that the Minister cancel the accreditation of a school authority or that a school board be removed.
4. Gather, synthesize and share system intelligence to keep senior department officials and the Minister apprised of current and emerging opportunities and issues in the field. The department and Minister rely

on this position to have significant and in-depth knowledge of several school authorities. This position leads the synthesis and interpretation of education-related trends at the local and provincial levels to inform policy directions and decision-making. The Field Services Manager is relied upon to assess and determine if approaches or initiatives are practical and practicable in the field. The Field Services Manager serves as the primary point of contact in the department when business areas from across the department or Government of Alberta have an issue or require advice related to a school authority.

Responsibilities include:

- preparing and refining policy and decision-making advice that includes Action Requests and briefings to senior department officials and the Minister
 - reviewing and recommending changes to provincial policy, funding regulations, and standards documents issued by Field Services and other department areas
 - collaborating with other department areas to support communication with school authorities and stakeholder organizations on topics such as the roll out of system-wide initiatives.
5. System capacity building for the delivery of services to clients and stakeholders within the province is supported and continually enhanced. This position seeks out and shares opportunities for innovation and improvement within the department and in the field. The Field Services Manager helps school authorities and stakeholders by providing clarity of messaging from the department and to connect the dots. The position also assists school authorities and stakeholders in understanding legislative, regulatory and policy requirements and strategic directions (e.g., Business Plan) from Alberta Education and developing coherence to the Kindergarten to Grade 12 Education System by aligning ministry and school authority policies and practices (e.g., assisting school authorities to update their local policies and procedures to align with requirements of the Education Act and regulations).

Problem Solving

Typical problems solved:

Examples of difficult or challenging situations faced by the Field Services Manager include:

- managing non-compliance by school authorities of directives from department - and being accountable for school authority compliance
- being the first point of contact in the department and providing sound and reasoned advice to school authority leaders (superintendents, private school principals) when there is a significant local issue or crisis such as school lock down, teacher misconduct or a natural disaster - e.g., Field Services Managers played a key role in coordinating supports from across the department to school authorities and superintendents affected by the Fort McMurray wildfires
- identifying win-win approaches and solutions when school authority/community beliefs don't align with provincial legislation, regulation or policy (e.g., reconciling expectations of government for Gay-Straight Alliances and school authority religious beliefs)
- providing program expertise for litigation and Human Rights complaints on educational matters
- supporting the Minister, ministry colleagues and superintendents in resolving conflicts between interest groups and school authorities through mediation, negotiation and consensus building that often have diverse, deeply held and opposing beliefs, perspectives and priorities.
- supporting the Minister and ministry colleagues in shaping provincial legislation that balances competing interests while ensuring Alberta maintains a world-class education system (revisions to the Home Education Regulation that enables parents to home educate without supervision of a school authority while protecting children's rights to an education).

Effective problem solving by the Field Services Manager relies on developing and maintaining relationships based on trust, integrity and sharing of knowledge.

Types of guidance available for problem solving:

The Field Services Manager relies on developing and maintaining relationships based on trust, integrity, shared understanding of the operations of a school and a school system. Guidance is provided through the transfer of knowledge from:

- government strategic priorities, policy directions, and ministry business plan goals
- overall operations of the Kindergarten to Grade 12 education system, including the management of numerous school authorities and schools
- applicable provincial legislation and regulations, (e.g., Education Act and Regulations; Public Inquiries Act; Teaching Profession Act; Freedom of Information and Protection of Privacy Act; Municipal Government Act, Government Accountability Act; Local Authorities Election Act)
- related regulations and policies (e.g., Home Education Regulation, Charter Schools Regulation, Complex Educational Needs Tribunals, Reviews by the Minister, professional practice standards, Teacher Supervision and Growth Policy, Alberta Program of Studies; Guide to Education; Funding for School Authorities Manual).

As this position reports to the Director, the Field Services Manager can seek additional guidance from the Director as well as team colleagues in South Services Branch.

Direct or indirect impacts of decisions:

The Field Services Manager is the department's lead and point person for school authority superintendents (CEOs) and private school principals for ensuring that Kindergarten to Grade 12 school authorities align their policies, operations and practices with provincial legislation, regulation and policy, which provide the parameters for their governance and operations.

The Field Services Manager promotes innovation and system effectiveness; monitors and provides direction to school authorities for compliance on planning, reporting and accountability/assurance requirements, and is accountable for ensuring school authority compliance.

This position has significant impact in ensuring the ministry and school authorities have a shared understanding of system priorities and annual operations, and that there is effective collaboration in meeting common goals as outlined in the Alberta Education Business Plan.

The Field Services Manager leads the proactive identification of issues and works closely with school authority superintendents (CEOs) and private school principals to solve issues early on so that they don't escalate and negatively impact the education system, local communities, families or students.

The Field Services Manager mentors, motivates, develops and sets business goals and priorities for a team comprised of professional and administrative staff.

Key Relationships

Major stakeholders and purpose of interactions:

Internal

- Field Services Director and team members - Regular and ongoing. Purpose is to provide advice, direction and mentorship to ensure work is of high quality, completed on time, and of high value to clients and stakeholders.
- Division and ministry representatives (e.g., Managers) - Regular and ongoing. Purpose is to build collaborative relationships to enhance capacity, shape legislation, regulation and policy; solve problems; and initiate and complete projects.
- Senior ministry and government representatives and officials - Regular and as required. Purpose is to provide advice to shape legislation, regulation and policy; solve problems; and initiate and complete projects.

- Other ministries - As required. Purpose is to develop effective networks and collaborative working relationships, provide policy advice, support government initiatives.

External

- Several school authority leaders (Superintendents/CEOs) in broad geographic area of the province - Ongoing and as required. Purpose is to develop effective networks and collaborative working relationships; increase awareness, understanding and support for provincial priorities and initiatives; provide oversight and monitoring; encourage innovation and cooperation; influence problem solving for win-win resolution.
- Representatives of provincial stakeholder organizations (e.g., CASS, ASBA, ATA, ASBOA, ASCA, AISCA, ACSTA, PSBAA, TAAPCS) - As required. Purpose is to increase awareness, understanding and support for provincial priorities and initiatives; partner on projects; solicit and integrate feedback for improvement.
- Parents and public within the designated area of the province - as directed by Minister. Purpose is to increase awareness and understanding of respective provincial and school authority responsibilities, and of provincial legislation, regulation and policy. E.g., responding to parent inquiries to the Minister's Office on a broad range of topics, including parental disagreements with local school and school authority.

Required Education, Experience and Technical Competencies

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

If other, specify:

Masters Degree is an asset

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

The Field Services Manager requires comprehensive knowledge of:

- government strategic priorities, policy directions, and ministry business plan goals
- overall operations of the Kindergarten to Grade 12 education system, including the management of numerous school authorities and schools
- applicable provincial legislation and regulations, (e.g., Education Act and Regulations; Public Inquiries Act; Teaching Profession Act; Freedom of Information and Protection of Privacy Act; Municipal Government Act, Government Accountability Act; Local Authorities Election Act)
- related regulations and policies (e.g., Home Education Regulation, Charter Schools Regulation, Complex Educational Needs Tribunals, Reviews by the Minister, professional practice standards, Teacher Supervision and Growth Policy, Alberta Program of Studies; Guide to Education; Funding for School Authorities Manual).

The Field Services Manager requires demonstration of:

- leadership skills to lead meetings and direct a team or committee towards a goal or initiative contributing to continuous improvement in Alberta's educational landscape
- strategic, creative and innovative approach to analyzing and solving problems
- interpersonal skills including ability to build relationships and networks, achieve consensus and influence others
- facilitation, mediation and consensus building skills in complex and conflicting circumstances involving multiple people or organizations
- ability and willingness to take on leadership roles on a broad range of topics, e.g., school nutrition, supports for refugee students, home education, quality assurance in private school education, anti-racism strategies, commencement of new school operations
- knowledge and skill in applying research and enterprise level performance measurement and

evaluation frameworks

- agile thinker who can maintain a focus on results while adapting strategic responses appropriate to each of the wide diversity of education settings Alberta offers
- communication skills (verbal, written and presentation)
- ability to write quickly and accurately for different audiences
- political acumen.

This knowledge and experience is needed to ensure that school authorities receive expert advice, direction and oversight on a broad range of complex leadership and societal challenges faced by school superintendents (CEOs) in leading and managing their multi-million dollar organizations serving thousands of students.

The Field Services Manager requires a valid Alberta Teaching Certificate.

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"> • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration | <p>The Field Services Manager must understand the interplay of and maneuverability of provincial requirements as it related to school authority and trends, issues and impact on the local and provincial policy.</p> |
| 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"> • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks | <p>The Field Services Manager provides leadership, guidance and direction to superintendents (CEOs) and is accountable for ensuring school authority and private school compliance with legislation, regulation, policy and guidelines.</p> |
| Build Collaborative Environments | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <p>Collaborates across functional areas and proactively addresses</p> | <p>The Field Services Manager facilitates a multitude of relationships</p> |

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| | | <p>conflict:</p> <ul style="list-style-type: none"> • Encourages broad thinking on projects, and works to eliminate barriers to progress • Facilitates communication and collaboration • Anticipates and reduces conflict at the outset • Credits others and gets talent recognized • Promotes collaboration and commitment | <p>- internally and externally with school authority leaders (superintendents) and stakeholders such as the College of Alberta School Superintendents - on behalf of the department and government on a broad range of educational matters.</p> <p>The Field Services Manager must influence diverse groups, both internal and external, where there are often competing beliefs, perspectives and priorities, which requires this position to use a collaborative approach to build consensus. Examples include providing the Minister with the best possible advice on policy development and problem solving, and influencing school superintendents to do the right thing - what is in the best interest of every Alberta student.</p> |
| <p>Drive for Results</p> | <p><input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/></p> | <p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS direction | <p>The leadership provided by the Field Services Manager allows the branch to meet operational requirements; ensure school authorities and private schools meet legislative, regulatory and policy requirements; provide proactive problem solving; and mitigate risk.</p> <p>This is accomplished by building the capacity of other sectors, school authorities and education stakeholders to ensure the unique needs of students and communities are considered in</p> |

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| | | | developing educational outcomes for all students and society. Field Services Manager focuses on the academic, social and emotional supports provided by school authorities. Field Services Manager interprets both provincial assurance/accountability pillars and local data to ensure continued progress and growth of students and staff. |
| Develop Networks | <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> | Leverages relationships to build input and perspective: <ul style="list-style-type: none"> • Looks broadly to engage stakeholders • Open to perspectives towards long-term goals • Actively seeks input into change initiatives • Maintains stakeholder relationships | Field Services Manager mentors, motivates, develops and sets business goals and priorities for a team comprised of professional and administrative staff. |

Benchmarks

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

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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 |
|---------------|-----------------|--------------------|

| | | |
|---------------------------|-----------------|--------------------------------|
| Supervisor / Manager Name | Date yyyy-mm-dd | Supervisor / Manager Signature |
|---------------------------|-----------------|--------------------------------|

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| Director / Executive Director Name | Date yyyy-mm-dd | Director / Executive Director Signature |
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| ADM Name | Date yyyy-mm-dd | ADM Signature |
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| DM Name | Date yyyy-mm-dd | DM Signature |
|---------|-----------------|--------------|