

Update

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (30 characters)

Current 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

Responsibilities Added:

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

accurate, and coordinated manner. The Manager determines the best approach for response development (e.g. impact identification, who should be contacted, by whom, timelines, recommended resolution) and tracks issue management through to the end. Direction and guidance is provided to division leaders and staff on behalf of the Assistant Deputy Minister (ADM) or managed directly by the incumbent.

The Issues Manager also provides advice, assistance and support to the ADM, Technical and Corporate Services to support the ongoing strategic and operational management of the division and monitoring of division initiatives (e.g. legislation and policy development or revision, division team building). Working closely with the ADM and branch heads, the Manager facilitates effective flow of information within the ADM's Office (ADMO), and between the ADMO and Community and Technical Support, Warranty, Certification and Policy and Business Planning and Integration branches, other divisions, the Deputy Minister's Office, Minister's Office, and external stakeholders.

This position plays a critical role to establish, implement, and monitor effective communication processes and information management systems to ensure the ADM is briefed on all relevant developments and emerging issues, and that those issues are communicated to affected program areas. The Manager also reviews responses to Action Requests and correspondence, and management of division projects, etc.

Responsibilities

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

Strategic and operational issues are identified and managed effectively using current policies, procedures and processes, and the ADM is aware and appropriately briefed on arising issues.

- Monitor activities and initiatives of significance to the division and follow up with appropriate contacts to understand the impact on the division and its stakeholders and effectively communicate these items to division management and staff
- Monitor, research, and analyze trends and a wide variety of information to identify emerging issues and their scope and potential impact / risk to the ADMO and the division
- Oversee the research and development of responses to emerging issues through consultation with senior management; consultation can range from full project responsibility and issue resolution to input towards a response.
- Finalize briefings that clearly articulate activities or trends that include recommended options for actions or responses.
- Coordinate the research and development of responses to emerging issues through consultation with senior management; consultation can range from full project responsibility and issue resolution to input towards a response.
- Resolve more complex issues through consultation with the branch heads and any appropriate parties before they reach a level requiring ADM intervention, or when the ADM is not available.
- Review and present integrated reports and briefings so that strategic priorities are highlighted.

Effective decision-making processes are supported for the division management team.

- Oversee the management of division processes to enhance consistency across the branches (e.g., decision-making processes, administration processes in the CIC and generally between the ADMO and other areas).
- Ensure ADM priorities for division integration and evolution are met via ongoing liaison with EDs.
- Liaise with branch heads to identify topics that require attention at the division management team level.
- Develop agendas and consolidate materials for the team to facilitate effective decision making by the division leadership team.
- Follow up on action items and decisions and determine next steps to facilitate the implementation of decisions and courses of action.

Division or cross-division projects are managed and coordinated to enhance the alignment and integration of project support and participation across the department.

- Coordinate and manage projects and initiatives under the direction of the ADM that have a division or department-wide scope.

- Develop and implement project tracking tools to ensure projects are proceeding on time and appropriate deliverables are produced.
- Track ongoing division projects and participate in removing barriers and maintaining forward progress to meet required timelines or budgets (e.g., legislative or appointment packages and executive briefings as required for Government Committees; policy development projects).
- Participate, and when required, lead issues-based projects including perspectives from all relevant branches and other divisions, and considering policy and strategic impacts.

Information is effectively shared between the ADMO and branches in alignment with ministry standards.

- Delegate daily flow of divisional assignments to various branches.
- Review and finalize action requests as required, revising content as needed.
- Act as the liaison between Communications and the ADMO on matters such as Briefing Binders, speeches, media requests, and news releases.
- Serve as the ADMO cross-division liaison.
- Maintain strong internal and external stakeholder relationships to facilitate collaboration, information sharing, and engagement in initiatives aligned to the division's priorities.
- Share information related to cross-ministry initiatives to meet department and external client and stakeholder requirements for timely and current information.
- Ensure consistency and clarity of messages from an ADMO perspective and a high standard of quality in all correspondence and documentation originating in the ADMO.
- Summarize business intelligence as a conduit to prepare the ADMO to communicate strategically about division, ministry, and Government of Alberta's priorities and programs to external stakeholders, interprovincial colleagues and representatives, etc.
- Represent the ADM at meetings of both internal and external stakeholders as needed.

The administration of the ADMO is effectively managed to achieve goals.

- Provide leadership , coaching, training, mentoring and recognition to develop and enhance the skills of work unit staff to support their development potential and to build strong capacity for new and emerging challenges within the unit.
- Work with staff to develop strong learning plans, supporting them in training and development opportunities, and providing work opportunities that assist them in their development.
- Provide supervision to the work unit to ensure work is appropriately prioritized, delivered on time, and meets or exceeds the ADM's expectations.
- Contribute to the development of operational policy and procedures for the ADMO.

Problem Solving

Typical problems solved:

The nature of the challenges that are presented to the Manager range from day-to-day routine internal operations to emergent issues from the Deputy Minister's or Minister's Office that require an immediate response. Each challenge requires a potentially different set of staff or other stakeholders to be involved. Some problems and solutions have competing interests and priorities. The incumbent is often required to assume projects without reference to similar past initiatives, requiring the incumbent to think strategically and "outside the box". This requires balancing multiple objectives and input from various sources, often within a short time frame. Much information is highly confidential, and required high level of tact and diplomacy. Problems are solved by thinking holistically about who to involve, links to other issues, available precedent, impacts to the division or department or government, timelines and budget requirements. Decision made by the ADM regarding the operations of the division are influenced by the recommendations put forward by the incumbent.

The Manager must identify and manage a range of issues of varying scale, degree and urgency. Resolution of issues must be engaged in a manner that maintains positive working relationships between the ADM's office DMO, and the Minister's Office, branches, and/or external stakeholders. This position must be able to provide guidance and advice in a timely, comprehensive, and readily understandable manner. Excellent analytical, assessment, and problem solving skills, along with considerable attention to detail, are required to synthesize information and arrive at sound conclusions and advice.

Types of guidance available for problem solving:

The Issues Manager contributes to the success of the division through leadership in the management of issues that have potential to impact the division on various fronts. The incumbent consults, liaises, and interacts with a variety of stakeholders, ranging from business and community leaders to internal program area leaders within the ministry and across government to provide advice and briefings to the ADM and division leaders on the scope of the issue and recommended options to resolve each issue. Judgement is applied to determine which issues can be managed within the scope of this work and when to engage the Executive Directors or the ADM in the development of responses to emerging issues.

This position is a key advisor to the ADM on issues related to the ADMO's plans and operations. Leadership skills are applied to build collaborative internal partnerships with branches and other stakeholders, and to foster effective communication and interaction with the ADMO. Considerable influence is also required to promote collaborative approaches to division issues management. The incumbent must be able to build strong networks that can be engaged quickly to address issues and/or provide input to projects as needed.

This position also requires highly developed political astuteness to recognize issues that may have potential for significant impact, and ability to adapt quickly to changing priorities. Confidential and sensitive information is encountered on a regular basis - discretion and sound decision-making skills are required to appropriately address and use the information.

Analytical and evaluative skills are required to assess issues and inquiries to determine their urgency and impact, and to connect to the appropriate staff to ensure a coordinated and timely response. The Manager must be able to access appropriate resources quickly and develop approaches that ensure timely and accurate responses. The Manager must provide immediate and thorough responses to the ADM and possibly the DM, requiring research and problem-solving skills, and sound judgment within tight timelines and the ability to remain calm under pressure. It is also imperative that the Manager gain the co-operation of others to work together to resolve issues amid competing priorities. This is dependent on the Manager's ability to establish effective relationships and demonstrate knowledge of corporate issues and sensitivities. The challenge will be to cultivate a sense of shared responsibility across the division for outcomes. A strong leadership style is also required when working with division directors and the department to ensure project requirements are filled on a timely basis.

The Manager's analysis and preparation of briefings and other materials ensures the ADM is informed, prepared and organized to carry out the business of the division. The ADM depends on the information and interpretation provided by this position to inform decisions and actions.

Direct or indirect impacts of decisions:

The work of this position provides strategic support and advice to the ADM regarding the operational management of the division. The incumbent provides input into decisions and planning activities for the division, and provides support and coordination to initiatives and special projects that address division business needs. The Manager position is responsible for results that affect the entire ADMO on a regular basis, (e.g. briefings and correspondence, monitoring policy and key projects, providing advice and keeping the ADM current on relevant issues). Through effective communications with the branch heads and ADMO staff, the position impacts alignment and understanding of ADMO priorities.

This position ensures the content of documents, correspondence, and advice is sound and consistent with ADMO requirements and the ADM's vision. Decisions made based on briefings and recommendations have the potential for both political and fiscal consequences.

The Manager has authority to make decisions to resolve straightforward issues on behalf of the ADM, and determines who to involve for consultations on more significant issues. Decisions are also made about how to best execute projects that the Manager manages; decisions are made within the scope of department, and GOA policies, processes and standards.

Key Relationships

Major stakeholders and purpose of interactions:

Internal

- DMO and Minister's Office - Daily - Coordination of ADM/DM schedules or for responses to inquiries that come into the ministry; coordinate responses to Minister's Information Requests.
- ADM, Technical and Corporate Services - Daily - Provide consultation, guidance, and advice; gather and exchange information; Manage and facilitate ADMO projects; develop options and recommendations; serve as a trusted advisor to the ADM
- ADMO staff - Daily - Manage the team operations; review action requests; coordinate division or cross-division;
- Division branch heads - Daily to weekly - Facilitate information flow; represent the ADMs directions; provide support for ADMO initiatives; raise awareness to emerging issues; respond to queries
- Other ADM Offices - Weekly to as needed - Share information; collaborate on department initiatives; respond to queries on behalf of the ADM
- Department Corporate Services (e.g., Communications, HR, IT) - As needed - Seek guidance for the resolution of corporate issues and for management of ADMO staff; liaise with Communications regarding the development of key messages
- Ministry staff - as needed - Exchange information; aid and consult on issues; and represent the ADMO on committees and working groups as appropriate

External

- External stakeholders (e.g., municipal staff and Chief Administrative Officers; Designated Authorized Organizations (arms-length from government) - Weekly or as required - Assist, coordinate and provide guidance on Business Plans, MOU's, Action Requests, Special Projects; to answer questions; liaise as the go-between between stakeholders and the ADMO.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

If other, specify:

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

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		
Drive for Results	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<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 	

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 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 	
Develop Networks	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Leverages relationships to build input and perspective:</p> <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 	
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"> • Identifies alternative approaches and supports others to do the same • Proactively explains impact of changes • Anticipates and mitigates emotions of others • Anticipates obstacles and stays focused on goals • Makes decisions and takes action in uncertain situations and creates a backup plan 	
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 	

