

New

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (200 character maximum)

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**Job Purpose and Organizational Context**

Why the job exists:

The Learning and Engagement (L&E) Branch provides strategic leadership and direction for the design and delivery of learning and engagement programs for the Alberta Public Service (APS). The Branch allows the public service as a whole to meet essential and complex goals, by ensuring learning, development and engagement programs support and enable achievement of government's strategic business objectives by developing staff capacity across the organization.

Reporting to the Manager, Program Design and Delivery, the Learning and Engagement Program Consultant plans, coordinates, and delivers programming that enable APS members to feel recognized and engaged and develop the skills and competencies required to support government priorities. The position adapts delivery approaches to meet client needs, monitors program effectiveness, and recommends improvements to enhance efficiency, client satisfaction, and program impact.

Responsibilities

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

1. Program Stewardship - To ensure program components are delivered effectively and in accordance with established priorities, the position undertakes activities such as:
 - Planning and coordinating program activities and timelines in consultation with stakeholders;
 - Adapting program delivery approaches to meet diverse client needs while maintaining standards;
 - Monitoring and assessing program quality through participant feedback and outcome data;
 - Identifying operational issues and implementing solutions within established guidelines;
 - Preparing recommendations for program adjustments to improve delivery effectiveness.
2. Operational Efficiency - To enhance operational efficiency within program delivery, the position undertakes activities such as:
 - Reviewing and refining workflows to improve timeliness and reduce duplication;
 - Coordinating resources to meet program timelines and deliverables;
 - Using data and participant feedback to recommend process improvements to the Manager;
 - Troubleshooting operational issues and implementing corrective actions within established parameters;
 - Monitoring program metrics to identify opportunities for improved efficiency.
3. Project Coordination - To ensure effective coordination of program-related projects, the position undertakes activities such as:
 - Developing project work plans in consultation with stakeholders;
 - Coordinating resources and project schedules to achieve project milestones;
 - Monitoring project progress and addressing operational challenges;
 - Preparing progress reports and recommending adjustments to maintain timelines and quality;
 - Ensuring project documentation is accurate, complete, and accessible.
4. Stakeholder and Client Engagement - To foster collaborative relationships with clients and stakeholders, the position undertakes activities such as:
 - Consulting with stakeholders to understand program delivery needs;
 - Facilitating discussions to address delivery concerns and identify solutions;
 - Using feedback to recommend program adjustments;
 - Building networks within and across departments to support program outcomes;
 - Representing the program area at meetings, workshops, and events.
5. Content Development - To develop and adapt program content for effective delivery, the position undertakes activities such as:
 - Designing program materials and tools in collaboration with subject matter experts;
 - Adapting content to meet audience needs and reflect best practices;
 - Incorporating feedback from participants and stakeholders to improve materials;
 - Ensuring content meets accessibility, quality, and policy standards;
 - Coordinating updates to maintain content relevance and accuracy in alignment with new technologies.
6. Leadership and Accountability - To cultivate a culture of an accountable, high-performing team, the position undertakes activities such as:
 - Exercising appropriate judgement, within the framework of established protocols, when completing tasks;
 - Fostering a culture of mutual trust and respect among colleagues and leadership;
 - Cultivating a strong commitment and ethic toward service excellence;
 - Assuring appropriate maintenance and security of records, including appropriate disposition of transitory information;
 - Ensuring assignments are delivered on time and meet the requirements of management.

Problem Solving

Typical problems solved:

The Consultant independently manages competing priorities within their program area, sequencing tasks

and recommending adjustments to the Manager when timelines or resources are at risk. They resolve delivery obstacles by negotiating workable solutions with stakeholders, adapting plans within approved parameters, and escalating issues requiring strategic decisions. The Consultant identifies and tests process improvements, monitors program performance against established measures, and recommends refinements to enhance efficiency and outcomes. They support the implementation of program changes by preparing materials, coordinating stakeholder engagement, and ensuring adoption within their area of responsibility.

Types of guidance available for problem solving:

The Consultant works under the general guidance of the Manager, with broad direction on objectives and priorities. They are expected to apply judgment in determining methods for resolving most delivery issues, referring to established standards, past practices, and policy direction. Guidance is sought for issues with significant policy implications, high risk, or cross-program impact.

Direct or indirect impacts of decisions:

Decisions made by the Consultant influence the effectiveness and efficiency of delivering APS-wide programs within their area of responsibility. Sound judgment helps ensure programs are delivered on time, resources are used effectively, and stakeholders across ministries remain engaged. Poor decisions can disrupt schedules, increase costs, or reduce the impact of programs that are important to support the APS workforce, which can affect the reputation of the department and its ability to deliver necessary corporate services.

Key Relationships

Major stakeholders and purpose of interactions:

Primary contacts (daily):
Manager - Strategic and tactical direction for program delivery, assignment of priorities, and confirmation of decisions.
Branch staff (including other work units) - Coordinate program activities, share updates, and resolve delivery issues.
APS stakeholders/clients - Clarify requirements, negotiate solutions within program parameters, and maintain relationships.

Secondary contacts (frequent):
Director - Updates on program progress, recommendations on priorities, and escalation of significant issues.
Corporate service teams or vendors - Coordinate inputs or services needed for program deliverables.

Other contacts (occasional):
Cross-ministry partners - Share information, align on joint initiatives, and obtain consensus on proposals.
External partners - Share information as appropriate, collaborate on projects.

Required Education, Experience and Technical Competencies

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

If other, specify:

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

- Experience managing components of a program or project from planning through delivery.
- Experience working with internal and external stakeholders to resolve delivery issues and achieve outcomes.
- Experience developing or revising program materials in alignment with program policies and enterprise standards.
- Knowledge of government decision-making processes, relevant program governance, and departmental objectives.
- Comprehensive understanding of project coordination strategies, research methodologies, and basic data analysis.
- Ability to interpret and apply program policies, identify risks, and recommend solutions.
- Strong written and verbal communication skills to convey complex information clearly and persuasively.

- Skills in stakeholder engagement, consensus building, and influencing situations that may be sensitive or contentious.
 - Proficiency in Microsoft Office applications and ability to integrate new technologies into program delivery.

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		
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: <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 	Position must be able to prioritize and manage competing priorities. Also pivot between emerging issues and day to day requests (i.e. branch urgent requirements, ministry announcements and mandates).
Drive for Results	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Takes and delegates responsibility for outcomes: <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 	Position is required to achieve results on priorities despite ambiguity in process, evolving challenges, and tight timelines.
Build Collaborative Environments	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Collaborates across functional areas and proactively addresses conflict: <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 	Position must work in a proactive, collaborative and integrated fashion to support ongoing initiatives. Must be a team player, with clear communication to ensure competing client needs are addressed.

		talent recognized • Promotes collaboration and commitment	
Systems Thinking	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Takes a long-term view towards organization's objectives and how to achieve them: • 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	Position must integrate different types of policies and client priorities to identify the correct solution to each problem.

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.

Employee Name	Date yyyy-mm-dd	Employee Signature
Supervisor / Manager Name	Date yyyy-mm-dd	Supervisor / Manager Signature
Director / Executive Director Name	Date yyyy-mm-dd	Director / Executive Director Signature