

Working Title <b>Director, Banking Operations and Loans</b>		Name	
Position Number	Reports to Position No., Class & Level	Division, Branch/Unit	Ministry <b>Treasury Board &amp; Finance</b>
Present Classification		Requested Classification	Levels to Deputy Minister (Not including incumbent level)
Dept ID	Program Code	Project Code (if applicable)	

## POSITION SUMMARY

The Treasury Operations team of Treasury and Risk Management (TRM) division of Treasury Board and Finance is responsible for managing the Province's banking services and cash requirements; investment, debt, derivatives and collateral activities; risk and position modelling and reporting, including performance analysis; financial settlements; cash forecasting and reconciliation; policy development and compliance monitoring; and administration of the loans to local authorities program.

Reporting to the Executive Director of Treasury Operations, the Director of Banking Operations and Loans holds a pivotal role in optimizing government-wide banking services, central cash management, and driving innovation in banking and payment systems. Responsibilities include overseeing the efficient management of the centralized cash management structure (CLS), which maintains an average monthly balance of \$1.5 billion, and coordinating a complex banking structure that supporting over \$150 billion in annual cash flows to ensure cost-effective services for revenue collection and disbursement. Additionally, the Director is responsible for managing the loans to local authorities' program, which encompasses loans totaling \$14.7 billion to various local authorities, including cities, towns, municipal authorities, and regional authorities.

## SPECIFIC ACCOUNTABILITIES

### Banking Operations:

- Responsible for government-wide banking services, including day-to-day banking operations oversight, transaction processing, account management, cash pooling and treasury management systems.
- Responsible for developing government-wide banking policies and strategies to streamline banking operations, promote collaboration, and achieve synergies in banking services.
- Lead the enhancement of internal banking operations processes to drive operational efficiency and ensure compliance with internal policies, controls, and procedures.
- Collaborate with the Executive Director, Treasury Operations and members of the government finance community to develop and implement banking products and services.
- Oversee the efficient management of the government's centralized cash management solution, the Consolidated Liquidity Solution (CLS), that maintains an average monthly balance of \$1.5 billion.
- Engage with government entities required by ministerial order to participate in CLS. Oversee the onboarding process for these entities and ensure ongoing compliance requirements.

### Loans to Local Authorities Program:

- Administer the loans to local authorities program in accordance with *the Local Authorities Capital Financing Act* (LACFA).
- Manage loans for the purpose of financing or refinancing capital projects for local authorities include cities, towns, municipal authorities (counties, municipal districts, Métis settlements), and regional authorities (health and regional airport authorities).

## SPECIFIC ACCOUNTABILITIES

- Manage the disbursement (~\$1 billion per year) and collection of loans (~\$1 billion per year) under the program. Currently there are \$14.7 billion in outstanding loans.

### Banking Arrangements:

- Negotiate favorable contract terms with banks to optimize cost-efficiency while maintaining high-quality services to ensure alignment with the organization's banking goals and needs.
- Conduct regular reviews of payment fees and services provided by banking partners.
- Monitor bank performance to ensure strict adherence to negotiated agreements.

### Risk Management Oversight:

- Develop and implement strategies to identify, assess, and mitigate risks associated with banking operations and financial transactions.

### Technology and Innovation:

- Evaluate emerging technologies and trends in banking and payment services to enhance operational efficiency and customer experience.

### Performance Analysis and Reporting:

- Establish key performance indicators (KPIs) and metrics to measure the effectiveness and efficiency of banking operations, preparing regular reports and analysis for senior management and stakeholders.

## KNOWLEDGE/EXPERIENCE

**Communication Skills:** Strong communication and interpersonal skills for negotiating agreements, collaborating with stakeholders, and sharing industry insights.

**Continuous Learning:** Commitment to staying updated on emerging banking products, services, and industry trends to meet the dynamic needs of departments and clients.

**Financial Expertise:** Strong background in finance, credit/financial statement analysis, banking, and treasury management, including knowledge of banking operations, payment systems, and financial products.

**Legislative and Regulatory Compliance:** Understanding of key legislative frameworks, including the Alberta Financial Administration Act, Local Authorities Capital Financing Act, and Local Authorities Capital Financing Regulation. Additionally, familiarity with industry standards relevant to banking and treasury operations.

**Networking:** Well-established network within government and the banking industry, demonstrated through active participation in relevant conferences and meetings.

**Negotiation Skills:** Proven experience in negotiating and managing financial agreements with financial institutions to achieve favorable terms.

**Payment Services:** Highly knowledgeable about various payment types, including EFT, wire transfers, prepaid cards, direct debits, and ACH payments. In-depth understanding of processing, security, and fees ensures efficient handling. Remain updated on emerging payment technologies.

**Strategic Thinking:** Proficiency in developing and implementing strategic initiatives that advance the vision of Treasury and Risk Management. Skilled in assessing risks and adjusting strategies to align with dynamic needs of government departments.

**Treasury Management:** Proficiency in treasury management practices, including contract review, cash pooling, cash management, and risk mitigation strategies.

**Vendor Relationship Management:** Experience in managing relationships with financial institutions and vendors to ensure mutually beneficial partnerships.

KNOWLEDGE/EXPERIENCE
<p><b>LEADERSHIP AND BUSINESS KNOW-HOW</b></p> <p><b>Strategic Vision:</b> Formulating and executing a comprehensive strategy for government-wide banking services to align with organizational goals.</p> <p><b>Negotiation and Relationship Management:</b> Expertly negotiating and managing partnerships with financial institutions to foster collaborative relationships.</p> <p><b>Financial Acumen:</b> Leveraging knowledge and experience in various areas of finance, including banking operations, financial analysis, and risk management, to inform decision-making and shape strategic direction.</p> <p><b>Risk Management:</b> Applying strategies to identify and mitigate financial risks associated with banking operations.</p> <p><b>Innovation and Adaptability:</b> Embracing technology and innovation in banking services while staying agile in evolving financial landscapes.</p> <p><b>Networking and Industry Engagement:</b> Actively engaging in industry networking and staying informed about industry developments and best practices.</p> <p><b>Effective Communication:</b> Communicating the strategic vision, negotiating terms, and collaborating with stakeholders effectively.</p> <p><b>Vendor and Financial Relationship Management:</b> Managing relationships with financial institutions and vendors to optimize financial arrangements.</p> <p><b>Continuous Improvement:</b> Fostering a culture of continuous improvement within the banking operations and loan team to refine strategies and processes continuously.</p> <p><b>Business Ethics:</b> Upholding high ethical standards in financial decision-making and partnership management.</p>
PROBLEM SOLVING
<p>The incumbent will take on the proactive identification and resolution of intricate operational issues across government-wide banking services. This includes optimizing fees and services, harmonizing treasury systems, assessing and mitigating operational risks, synchronizing inter-departmental operations, managing vendors, driving continuous improvement initiatives, fostering payment innovation, and enhancing CLS participant relations. Their adept problem-solving skills will be instrumental in effectively managing these challenges.</p>
RELATIONSHIPS/CONTACTS
<p><b>Internal Relationships:</b></p> <ul style="list-style-type: none"> <li>• <b>Department:</b> Daily interactions involve collaborating with executive leadership and department staff. These engagements are pivotal for refining operational processes, developing strategies, and ensuring alignment with organizational goals and objectives.</li> <li>• <b>Ministry:</b> Daily and weekly interactions with Executive Directors and Directors within the Ministry, collaborating closely on the development of strategies to align banking operations with the broader ministry objectives.</li> </ul>

RELATIONSHIPS/CONTACTS
<ul style="list-style-type: none"> <li>Inter-ministry: Daily, weekly, and quarterly interactions occur with Executive Directors, Directors, and Managers across government, emphasizing the development of strategic partnerships, and identifying opportunities for cost reduction and enhancing client satisfaction through innovation and the development of best practices.</li> </ul> <p><b>External Relationships:</b></p> <ul style="list-style-type: none"> <li>Account Executives from Banking Partners: Weekly interaction for problem resolution and service inquiries. Regular interactions to develop and implement strategic initiatives to enhance efficiency, streamline processes, improve service quality, and ensuring alignment with organizational goals and financial objectives.</li> <li>Cross-Governmental Peers: As required, engage in consultation to exchange insights and best practices. Develop collaborative strategies with governmental peers.</li> <li>Financial Service Vendors: As needed, collaborate on consultation regarding financial services. Develop strategic partnerships with financial service vendors to leverage expertise, innovate solutions, and optimize service delivery.</li> <li>Executives at Crown Corporations: As necessary, engage in discussions regarding participation in the CLS and other financial matters. Develop strategic plans with executives at Crown Corporations to align banking operations.</li> </ul>
IMPACT AND MAGNITUDE OF JOB (SCOPE)
<p>The Director, Banking Operations and Loans, reporting to the Executive Director, Treasury Operations, holds a pivotal and influential position within the organization. In this role, the incumbent is responsible for optimizing banking operations, overseeing financial processes, and collaborating with stakeholders to enhance efficiency, control risk, and reduce costs. With annual cash flows through government accounts exceeding \$150 billion, the Director ensures the cost-effective and efficient management of revenue collection, disbursement, and the execution of high-value investments and debt payments. Additionally, the Director manages the loans to local authorities program totaling \$14.7 billion in outstanding loans. This multifaceted role demands strong leadership, strategic thinking, legislative knowledge, negotiation expertise, and problem-solving skills to achieve the organization's financial objectives while maintaining the highest standards of service quality.</p>
CHANGES SINCE LAST REVIEW
N/A

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