

Public (when completed)

Common Government

Update

Ministry

Technology and Innovation

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Administrative Coordinator

Current Class

Administrative Support 5

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:

Update organizational information and provide minor updates to purpose and responsibilities.

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

Within the Data, Privacy and Innovation Division, the Privacy, Policy and Governance Branch enables government transparency and accountability through enterprise policy and program services for content management, data, technology, privacy and access to information. The Branch also enhances the strategic capacity of the department and the integration of data, content, technology and privacy initiatives across

the Department. Core to this function is leadership on high-priority Department initiatives. The Branch provides strategic and proactive policy coordination and strategic engagement advice, planning and coordination to support Department priorities and business outcomes.

Reporting to the Executive Director, the Administrative Coordinator provides senior administrative support services to the Executive Director and other Senior Managers of the Branch. To be effective in this role, the position must collaborate with the Branch Senior Leadership Team to provide high quality administrative and financial services to the branch. Responsibilities include a wide range of diverse administrative and reporting responsibilities, including but not limited to scheduling, ARTS, 1GX WAP, coordinating supplies and services, coordinating staff on-boarding, records management, asset and facilities management as well as preparation and monitoring, process management, and facilities management.

This position supports the Executive Director and Senior Leadership Team in ensuring the branch's objectives are supported on a day to day basis. This position exercises judgement in determining areas of focus and priorities and demonstrates initiative and authority in enacting its responsibilities.

Responsibilities

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

The following responsibilities and corresponding activities aim to ensure efficient administrative support to the Executive Director and Senior Managers while maintaining the smooth operation of the Branch:

General Administrative Support Services

- Coordinate the Action Request Tracking System (ARTS) process for the branch to ensure timely, high-quality responses:
 - o Track and monitor action request status and timelines;
 - o Creating and routing action requests in accordance with ARTS policies;
 - o Manage Branch ARTS SharePoint repository;
 - o Follow Branch ARTS Process Guideline;
 - o Assist in researching past correspondence to contribute relevant information on specific topics.
- Service Request Coordinator for the branch, including:
 - o Procurement and deployment of software and hardware;
 - o Maintaining equipment inventory;
 - o Submitting BERNIE requests for Executive Director and Director related to IT issues;
- Manage administrative supports for staff onboarding facilities, 1GX and equipment for staff onboarding and offboarding, including:
 - o Arrange IT equipment setup and discontinuation, including telephones and software;
 - o Arrange and deliver security passes;
- Coordinate FOIP requests for the branch;
- Maintain and manage the Branch SharePoint and other records management systems in adherence with branch guidelines and content management policies, including:
 - o Managing access;
 - o Uploading documents;
 - o Creating new libraries and sites as needed.

- Support Branch engagement events and activities, including but not limited to coordination, logistics and communications to the Branch;
- Review and provide recommendations to the Executive Director and Senior Managers on office procedures and implement revised or new processes as appropriate;
- Provide cover-off and backup support in the Assistant Deputy Minister's Office when the Executive Administrative Assistant is away;
- Other administrative supports as requested.

Executive Director Support Services

- Manage the Executive Directors calendar, including but not limited to:
 - o Schedule and coordinate Executive Director meetings, appointments, and events, including logistics;
 - o Liaise with schedulers to arrange meetings on behalf of the Executive Director;
 - o Adjust meetings as required;
 - o Coordinate distribution of agendas, presentations, and briefing materials for meetings;
 - o Take minutes at meetings as requested;
- Schedule and coordinate branch-wide meetings and events, including logistics for both on-site and off-site gatherings;
- Create agendas for Branch Meetings and support coordination for Branch Leadership Retreats;
- Facilitate and coordinate administrative request responses to the Assistant Deputy Ministers Office;

Financial and Contract Support Services

- Assist in preparing and compiling the Executive Director's budget to ensure accuracy and compliance, including:
 - o Supporting forecasting;
 - o Monitoring expenditures against budget and identifying any discrepancies and areas of concern
- Process invoices and expenses in a timely manner;
 - o Support the Senior Managers in reviewing and submitting invoices and expense claims;
 - o Notify Executive Director or respective approver of 1GX approvals;
- Source and procure office supplies, equipment, and services, including:
 - o Processing purchase orders and payments
 - o Monitoring inventory levels and reorder supplies;
 - o Following 1GX procedures;
 - o Liaise with Sourcing and Vendor Services and branches.
- Manage Branch Procurement Cards, including:
 - o Reconciling expenses;
 - o Issuing payments;
 - o Advising the Executive Director of any discrepancies or issues;
- Liaise with the Directors, Executive Directors, and staff as appropriate to obtain clarification and to

provide required information to ensure financial and contract services are delivered in a timely and high quality manner.

Privacy Support Services

- Creating and routing privacy files in the appropriate case management system.

Office Administrative Support Services

- Manage branch facilities, including liaising and collaborate with Facilities Management to optimize office space usage and layout for staff;
- Manage, maintain and update manuals, staff listings, directories, and electronic distribution lists regularly
- Ensure smooth operation of office equipment and supplies, coordinating maintenance and repairs as needed;
- Respond to queries from the other branches and ADMO within the division;
- Provide guidance and support to branch staff in the area of administration as necessary, including resolving IT issues, 1GX, or BERNIE.
- Book accommodations and make travel arrangements for branch staff;
- Support Strategic Policy Services with mission logistics and travel arrangements as appropriate;
- Maintain organizational chart for the branch ensuring these are accurately reflected within 1GX and other PSC processes;
- Develop and maintain branch administrative processes in adherence with Department policies and in collaboration with Executive Director;
- Provide cover off for other branch administrative assistants where required;
- Liaise with other branch administrative assistants to ensure consistency in processes and support services in the division.

Problem Solving

Typical problems solved:

This position reports to the Executive Director and is responsible for a wide range of administrative tasks. Creative problem solving and initiative is required to review situations and take action. This position will receive ad hoc requests for guidance and assistance on a multitude of administrative matters and be required to demonstrate time-priority management. The position will also be responsible for communicating professionally with staff, Senior Managers, Executive Managers and stakeholders. There will be time-sensitive tasks and challenges and the position will be requires a diversity of program specific knowledge to understand impacts and coordinate with the appropriate staff to ensure a positive outcome. The position works with multiple business areas to deliver on tasks and requires a degree of political acumen, judgment and excellent communication and interpersonal skills.

Types of problems encountered include but are not limited to scheduling conflicts, timeline negotiations on briefings, 1GX financial and human resources business processes, budgeting and forecast template submissions and financial transaction coding.

Types of guidance available for problem solving:

When solving problems, this position must use the the following:

- previous knowlege and experience;
- past precedent and processes and practices;
- collaboration and guidance from network of contacts across the branch and Ministry;

- collaboration and guidance from the Executive Director.

The position can rely on guidance, training and resources and established administrative processes provided for various systems (e.g. Hello 1GX) and processes (e.g. financial templates and policies).

Direct or indirect impacts of decisions:

This position directly impacts:

- the daily operations of the branch;
- the Executive Director's schedule and work processes;
- Senior Manager workload and processes;
- vendor and stakeholder payments; and
- colleagues across the department by ensuring timelines are met and work is submitted accurately and at a high quality.

The position indirectly impacts the Branch's work supporting government departments, Executive Management, the Minister and Albertans.

Key Relationships

Major stakeholders and purpose of interactions:

Executive Director - provides support for Executive Director workload, scheduling and processes, provides advice and responds to issues, provides updates, raises issues for awareness;

Senior Managers - provide administrative support for a variety of tasks, provide advice and recommendations, raise issues for awareness, provide guidance on processes, collaborate to support their units on administrative matters;

Branch staff - provide guidance and advice on processes, provide administrative support for financial and office related matters;

Assistant Deputy Minister's Office - coordinate the Executive Director's calendar, schedule meetings, manage action requests through ARTS, provide cover-off support as requested;

Other Branch Administrators - collaborate on processes, share experiences, coordinate scheduling, provide guidance and advice as requested;

Over branches and divisions - engage to address tasks as appropriate.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
High School Diploma			

If other, specify:

3 years related experience in senior administrative roles; or equivalent as described below.

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

Equivalency: Directly related experience or education considered on the basis of: one year of experience for one year of education or one year of education for one year of experience.

Required experience and competencies:

- Excellent verbal and written communication and interpersonal skills, time management skills and good knowledge of all aspects of office procedures.
- Excellent interpersonal skills and the ability to communicate in a professional manner
- Proficiency in Microsoft Office software, including Word, Excel, PowerPoint, SharePoint, Visio, Teams and Outlook.
- Knowledge of financial, information technology, and administrative processes and methodologies.

- Ability to learn new programs, software, concepts and processes quickly as well as use research and problem-solving skills (resourcefulness) to address problems and tasks.
- Ability to analyze, organize and prioritize a wide range of diverse activities.
- Ability to work within a team collaboratively, but also independently with self-management.
- Client focused approach to providing support and assistance.
- Strong judgement and acumen.

Assets:

- Strong working knowledge of Government systems such as 1GX, BERNIE, and ARTS.
- Basic accounting and spreadsheet skills for budget tracking and monitoring purposes and the ability to meet deadlines
- Knowledge of departmental policies and divisional program specific information.
- Experience supporting Executive Directors and Senior Leadership Teams, including managing calendars.

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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Understands need for change and manages own emotions:</p> <ul style="list-style-type: none"> • Uses common sense and past experience to approach ambiguous problems • Prevents emotions from affecting others negatively • Looks for information on changes • Open to new ideas and helping co-workers 	<p>Remains calm and composed even in difficult or stressful situations. Is able to see the positive side to a difficult situation and remains optimistic and perseveres in finding solutions.</p> <p>Proactively seeks advice and support when priorities change to appropriately assess, prioritize and meet changing demands.</p>
Creative Problem Solving	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Is open to new ideas and breaks problems down to identify solutions:</p> <ul style="list-style-type: none"> • Breaks down problems into small parts • Constructively questions and challenges the norm • Open to other's perspectives and aware of own • Contributes ideas for improving processes, and adapts existing practice to address problems 	<p>Takes a proactive approach to solving problems when direction from the ED is not immediately available. Does so in collaboration with colleagues either within the division or other divisions.</p>

Build Collaborative Environments	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works in an open honest manner with colleagues:</p> <ul style="list-style-type: none"> • Creates sharing opportunities • Actively shares, accepts and listens to others • Recognizes conflict, respects and discusses opinions openly • Supports group even to learn from mistakes • Recognizes differing interpretations 	<p>Works across divisional branches to ensure information understood and shared by colleagues.</p> <p>Shares lessons learned and works to support other Branch Administrators through process development or information sharing</p>
Systems Thinking	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Observes and understands larger impact of role:</p> <ul style="list-style-type: none"> • Sees impact of work on organization; anticipates change in own area based on activities in other areas • Considers how own work impacts others and vice versa • Ask questions to understand broader goals • Aware of how organization adds value for clients and stakeholders 	<p>Considers how own work impacts the work of others and team success. Observes how the work of others impacts own work.</p> <p>Understands how the services, activities and actions of the APS add value for clients and stakeholders.</p>

Benchmarks

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

Benchmark Evaluation - 015AS01

Benchmark Evaluation - 015AS08