New

Ministry

Public Safety and Emergency Services

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Manager, Business Operational Supports

Requested Class

Manager (Zone 2)

Job Focus

Operations/Program

Supervisory Level

01 - Yes Supervisory

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Vacant

Organizational Structure

Division, Branch/Unit

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Manager (Zone 2)

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Alberta Emergency Management Agency (AEMA) is accountable and responsible to the Government of Alberta (GoA), to Albertans, to their communities, and to industry for the protection of people, their property and the environment from the effects of emergency events. Alberta relies on a decentralized "system" for managing the various types of emergency events that occur every year. The AEMA accomplishes its objectives by leading the co-ordination, collaboration and co-operation between all entities involved in mitigation, preparedness, response, and recovery activities within this diverse system.

The Recovery Branch assists individuals, businesses, municipalities, Metis Settlements, and government departments' recovery from damaged caused by a disaster by coordinating resources within the GOA and providing expert advice and financial assistance for uninsurable damages that are repair, restorative, or mitigative in nature as per the regulations of a Hazard Assistance and Resilience Program (HARP) and broader recovery guidance.

Reporting to the Director, Provincial Recovery Coordination, the Manager, Business Operational Supports (BOS) is responsible for providing strategic direction, leadership and support by providing business modernization, organizational

change management and quality assurance leadership to the Department.

The Manager is responsible for providing strategic and operational planning support, ensuring there is collaboration and alignment across the Branch and with other partners in the Ministry as a whole. This manager oversees the information management and technology solutions of the branch, leading modernization efforts and managing the support needs of the Branch to sustain ongoing functionality of key systems for their users. The manager provides direction and leadership to a team of bargaining unit resources, which may be extended to include contracted staff. Unit staff and teams will vary in size depending on the project portfolio and changing priorities and needs. The manager assists the Director of PRC and acts on behalf of the Director as requested. This manager oversees BOS staff and project delivery in the Recovery Branch as a whole, in fulfilling their roles by assuming responsibility for all facets of the unit and delivering against personal accountabilities, providing advice, expertise and recommending alternative solutions.

Responsibilities

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

Manage the development and implementation of Branch quality management systems, tools and Operational Standards.

- Manage the development, implementation, and maintenance of a unified Branch Quality Management system with its associated metrics, checks and balances, reports, and systems.

- Manage the development and maintenance of unified and modern business standards and best practices that lead to improvements in Albertan's experience with the disaster assistance programs.

- Manage the development and maintenance of a Branch logic model with its associated inputs, outputs, outcomes, and key measures.

- Manage the development and implementation of Branch-specific business intelligence and performance metric reporting frameworks and tools.

- Manage projects for the development and maintenance of Branch processes and procedure manuals, act as the custodian for existing manuals ensuring audit and policy requirements are met.

Manage the development, implementation, and maintenance of a Branch Training Framework.

- Provide leadership and direction to the research, development, implementation and integration of a Branch Training Framework and associated content.

- Manage the development and implementation of training metrics and reports.

- Manage the development of a Branch training systems.

- Manage the development of unified training practices, standards, and tools.

- Manage and collaborate on the development and application of Branch surge planning so that training and onboarding approaches can be rapidly scalable.

Manage priority continuous improvement and transformation efforts across the Branch.

- Drive innovation in how disaster recovery services are provided.

- Manage the development of recommendations for improvements to Recovery Branch practices and processes, both incremental and transformative.

- Maintain and leverage a network of contacts for consultation/discussion on new and emerging solutions to address common or similar business challenges.

- Fosters an atmosphere of creativity, innovation, professionalism, and integrity among staff.

- Manage and collaborate on improvement projects and efforts across the Branch, identify implementation issues, and recommend courses of action to align across all projects and efforts.

- Oversee ongoing change management and transition activities related to program redesign and continuous improvement.

Lead in the development and implementation of the Branch's IT modernization plans and oversee maintenance and upkeep of existing Branch systems.

- Manage the development and implementation of a unified strategic direction for information management and technology solutions within the Branch.

- Manage identifying, evaluating and facilitating improvements and solutions that will meet the demand for an effective Recovery administration and program delivery system in the Government of Alberta.

- Oversee efforts undertaken by BOS and other ministry teams to maintain and repair DRP systems are a best fit to long term Recovery Branch needs.

- Liaise with relevant internal and external partners to confirm mutual progress toward shared goal of maintaining efficient, well-running systems at or below annual budget.

- Manage support for all Branch systems and identify areas of concern; provide regular updates to senior management on issues requiring escalation.

Manage the development of the Branch's strategic and operational plans and initiatives and provides advice to inform the direction forward.

- Translate visioning exercises that identify future possibilities, probabilities and preferred outcomes into the strategic intent for the Recovery Branch.

- Manage the development of the Recovery Branch's long-term strategic direction and provide strategic advice that reflects that direction.

- Manage and participate in planning activities with other areas in the Branch and Agency.

- Manage the development of the Branch's Strategic and Operational Plans and their associated objectives and initiatives.

- Represent the department on multi-ministry and cross-government initiatives where broad views and discussions on strategies and directions are required.

- Manage the development and implementation of an evaluation and updating system so that strategies remain effective and reflect the GoA vision and direction.

- Provide strategic advice to promote ongoing integration between strategies and strategic direction so that they remain relevant.

Lead a team to be high-functioning, with motivated and engaged staff working toward achieving common business goals.

- Develop recruiting and retention strategies for their Team and manage recruitment and onboarding of staff (e.g., Staffing Requests, Job Descriptions).

- Manage the ongoing development of a highly skilled, motivated, and productive staff and support their professional learning, achievement of performance plans, and development of skills and knowledge.

- Plan and implement the efficient and effective use of budget and staff resources to support achievement of unit and branch goals.

- Foster a positive workplace environment and creating a culture of mutual trust and respect with allocated personnel resources.

- Build a common vision and objectives amongst direct reports as well as project teams.

- Provide oversight to the work unit and project teams so that work is appropriately prioritized delivered on time and meets the requirements of senior management.

Support the Director, Provincial Recovery Coordination, in leading the Unit operations in line with AEMA, department and GoA policies and priorities and programs.

- Advise in the design and implementation of Branch priority projects and strategies and other multi-stakeholder or ministry-wide initiatives.

- Provide consolidated updates, advice and recommendations to the Director and Executive Director.

- Manage development of briefings, action request responses, Ministerial correspondence, and recommendations to senior management including the Managing Director, Deputy Minister and Minister.

- Provide consultation and recommendations for issues, opportunities, and challenges associated with the implementation of recovery initiatives, including active contribution to planning and reporting activities.

- Maintain awareness of current and emerging disaster recovery program issues, best practices, and developments in disaster recovery technology.

- Represent the Branch on multiple internal and external committees as required.

- Provide disaster recovery program policy perspectives and expertise to support the implementation of integrated information systems that will support improved management decision making.

- Act for the Director as required.

Problem Solving

Typical problems solved:

This manager is challenged to lead highly systemic work and projects where small details can have impacts across multiple areas and long term implications in how the work of the Branch can be done. The Manager is tasked to conceptualize complex, corporate wide problems, analyze and develop innovative, alternative solutions to those problems and integrate conceptual and practical experiences in their problem solving process. The Manager must proactively identify, manage and mitigate risks to the Branch's operations, using risk analysis techniques and contingency plans and other quality assurance methods.

This manager leads work that challenges existing processes, procedures, and frameworks across the Branch so that work is done consistently, efficiently, and in a manner that allows the Branch to be adaptable and scalable while remaining compliant with legislated requirements. Often this work requires developing something entirely new where either there was nothing present before or what exists requires a full transformation.

This manager oversees the modernization efforts of the Branch's IT systems requiring the development of innovative recommendations and implementation of new solutions that work toward a unified future vision. They manage the maintenance of the existing systems, which often requires triaging and assessing the necessary response to issues that directly affect the Branch's ability to deliver on its mandated work.

This manager is responsible for the Branch's strategic and operational planning efforts managing the application of

diverse planning frameworks and approaches to complex issues across the Branch so that plans and decisions have the necessary foresight, alignment, and direction to meet Albertan's needs now and into the future. The Manager advises on strategic initiatives as they are developed and provides critical input into issues and decisions that impact the long term direction and approach of the Branch.

Types of guidance available for problem solving:

Guidance to resolve problems is provided by existing legislation, agreements, standards, guidelines, and policies; expected outcomes provided by the Director; consultations with stakeholders; and, analysis of information related to each problem.

Direct or indirect impacts of decisions:

The work of this manager impacts the Recovery Branch's ability to perform their mandated work in both the immediate and long term. The work of Recovery and the administration of disaster assistance programs is highly data intensive and dependent and the Manager monitors systems used to administer programs acting upon required improvements and, as necessary, leading the business in the development of modern solutions and systems that would be in use for multiple years. The Manager oversees the development and maintenance of key best practices and programs on behalf of the entire Branch including its quality management system, training framework, and information management systems. The Manager leads and makes decisions on projects that can impact and change how the work is done across all areas of the Branch from the tools they use, the processes they follow, and how that work is measured, tracked, and reported. The Manager is responsible for the development of the Branch's annual and long term planning cycles as such their planning decisions and advice directly impacts the direction and approach taken in the immediate and long term future.

Key Relationships

Major stakeholders and purpose of interactions:

Team staff, Daily: Provide direction, guidance, and advice to lead team operations.

Director, Provincial Recovery Coordination, Daily; Provide updates and reports; provide program recommendations and issues advice; raise awareness to complex strategic issues and participate in their resolution; manage response to ARs and development of briefings for senior and executive leaders (e.g., ED, MD, Deputy Minister, or Minister)

Other Recovery Branch Units, As required: Collaborate to enhance integration of recovery efforts in the broader emergency management framework; share information; provide expertise; link training and exercise; provide recovery inputs into existing and new plans.

Minister, Deputy Minister, Managing Director, and Executive Team, As Required: Provide analysis and strategic advice that is submitted to executive leaders to support planning and decision making; provide recommendations and briefings on current-status and directions.

Managers and senior representatives in other GoA ministries, As Required: Develop and maintain collaborative working relationships; manage projects; provide expertise on recovery issues; promote understanding of integrated recovery approaches.

AEMA, Strategy and Systems Support - *Regularly* - Collaborates on Agency Strategic and Operational Planning as well as IMT initiatives and projects, participates on the AEMA IMT Committee.

Other AEMA Units and PSES Strategy, Support, and Integrated Initiatives - *As Required* - collaborate on specific cases; share information; provide expertise related to Recovery Branch, lead or participate in projects and meetings to provide Recovery Branch input; coordinate Branch input into Agency and Ministry business reports;

Ministry of Technology and Innovation (TI) - *Regularly* - Collaborates on enterprise IT standards, digital service delivery, and system integration. Ensures alignment with GoA-wide architecture, security, and data governance frameworks. Coordinates on shared platforms, cloud services, and innovation initiatives. Leads and participates on shared projects.

Other IT and Data Governance Teams - *As Required* - Coordinates on compliance, integration, and system standards.

Other GoA Ministries - *As Required* - Collaborates on shared systems, data integration, and IT standards.

Vendors and Technical Consultants - *As Required* - Engages for system development, troubleshooting, and technical support.

Stakeholders and End Users - *As Required* - Supports training, change management, and adoption of new systems and

processes.

Required Education, Experience and Technical Competencies

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

If other, specify:

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

Education and Experience

- Post-secondary degree or equivalent in a related field supplemented with five years of progressively responsible related experience including two years of supervisory experience.

Relevant knowledge and experiences include:

- Experience in stakeholder relations and network building.

- Diverse experience in a complex and multi-disciplined organization, in the areas of planning, performance management, project management and business analysis.

- Experience in effectively supervising, managing, coaching and developing a highly skilled team of professional and technical staff.

- Progressively responsible project management experience with proven success as a leader of a group directing diverse responsibilities.

- Knowledge of Project Management methodologies, standards and techniques.

- Strong understanding of systems development life cycle (SDLC) and IT project management methodologies.

- Knowledge of IT governance, security, and compliance frameworks.

- Project Management Professional (PMP), or actively working toward certification is desirable.

- Experience in developing and implementing organizational quality management systems and frameworks

- Certification in quality management systems such Lean Six Sigma is desirable.

- Experience with strategic and operational business planning

- Knowledge of Organizational Change Management methodologies, tools and approaches.

- Ability to present technical ideas in a business-friendly and user-friendly language.

- Knowledge of the government financial policies, standards and process, including budget management is an asset.

- Knowledge of emergency management frameworks (Canada and Alberta), the Disaster Assistance Directives (DAD) and the federal Disaster Financial Assistance Arrangements (DFAA) is an asset.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level A B C D E		Level Definition	Examples of how this level best represents the job

Agility	○ ○ ◉ ○ ○	Identifies and manages required change and the associated risks: • 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	Anticipate and respond to changes in plans, priorities, and the way of work, quickly identifying and addressing systemic impacts of the shift. This could include changes to policy that will impact the logic of implemented tools and reports. They need to develop solutions with change in mind to accommodate changes.
Drive for Results	○ ○ ○ ◉ ○	Works to remove barriers to outcomes, sticking to principles: • Forecasts and proactively addresses project challenges • Removes barriers to collaboration and achievement of outcomes • Upholds principles and confronts problems directly • Considers complex factors and aligns solutions with broader organization mission	The Manager works together with their team and others to deliver critical items of work in a timely manner. Key to this is the timely development of critical system solutions, branch reports, and implementing quality management systems that improve accountability and drive performance measurably.
Develop Self and Others	○ ○ ◉ ○ ○	Plans according to career goals and regular development: • Aligns personal goals with career goals • Leverages strengths; attempts stretch goals • Provides feedback and openly discusses team performance • Values team diversity, and supports personal development	The Manager will be looked to as a subject matter expert on project management, IMT modernization, and performance and quality improvement activities. They're team likewise is expected to act as subject matter experts. As such its essential that the Manager personally continues their development as well as looks to develop their team and how to share their knowledge with their stakeholders.
Build Collaborative Environments	○ ○ ○ ◉ ○	Involves a wide group of stakeholders when	The primary role of the Manager and its team is

					working on outcomes: • Involves stakeholders and shares resources • Positively resolves conflict through coaching and facilitated discussion • Uses enthusiasm to motivate and guide others • Acknowledges and works with diverse perspectives for achieving outcomes	to coordinate activities and gather and disseminate information effectively and efficiently, developing tools and processes used to inform decision making. Developing the conditions and environments that allow people to work collaboratively and productively will be essential in achieving results.
Systems Thinking	○	○	○	◉	○	Integrates broader context into planning: • Plans for how current situation is affected by broader trends • Integrates issues, political environment and risks when considering possible actions • Supports organization vision and goals through strategy • Addresses behaviours that challenge progress	The manager leads the work in most critical organizational improvement projects across the branch, balancing the change impacts for this work. These projects span the portfolio of IMT, process redesign, planning, report, and knowledge management activities.

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

_____ _____ _____
ADM Name   Date yyyy-mm-dd   ADM Signature