

New

Ministry

Service Alberta and Red Tape Reduction

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Registrar/Director

Requested Class

Senior 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)

Organizational Structure

Division, Branch/Unit

Land Titles & Surveys/Surveys & Specialty Services

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Exec Director/Land Titles & Su

Supervisor's Current Class

Executive Manager 2

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

ORGANIZATIONAL CONTEXT

The Government of Alberta is committed to a diverse and inclusive public service that reflects the population we serve to best meet the needs of Albertans. Consider joining a team where diversity, inclusion and innovation are valued and supported. For more information on diversity and inclusion, please visit: <https://www.alberta.ca/diversity-inclusion-policy.aspx>.

Service Alberta and Red Tape Reduction is a solutions provider. We strive to deliver innovative services to government operations and optimize programs and services for Albertans. Every Service Albertan strives to enable the success of our Ministry partners and Albertans through providing exceptional client focused services that meet and exceed our clients' expectations. We are looking for collaborative, agile, solutions focused individuals with strong communication skills and a strong service orientation. If that describes you, please read on!

Within the Consumers and Strategic Services Division of Service Alberta and Red Tape Reduction, Land titles and Surveys Branch ensures that the Minsters Mandate, Ministry strategic and business plan goals drive outcomes to ensure property rights are protected, programs and related services are modernized and registry services run efficiently.

Reporting to the Executive Director, the Director, Program Policy & Analytic Services, is a registry and land information regulation and policy role that includes land title-related statutory decision-making authority and focuses on regulatory and other business domain

policy. The role focuses on land title and broader registry policy functions e.g., the interface between land title policy and relevant statutory authorities.

Through the development maintenance and implementation of policy, this position supports the strategic objectives of the division by improving and delivering professional, consistent, and responsive services to meet customer needs. This position is accountable to ensure the uniform and effective registration of trusted custody of title to land and interests in land in order to maintain the confidence of real property owners and certainty in conducting land transactions. The Director is responsible for leading the development and implementation of standards by which the Land Titles system operates.

The incumbent, who is required by law to be a solicitor, is acknowledged as one of the senior legal specialists in Alberta on the real property law and the operation of the Torrens System. The position provides policy direction and establishes the procedures by which Land Titles Analysts operate. This position assesses claims against the Assurance Fund and instructing outside counsel where claims are to be defended and by providing direction. The Director administers the law by reviewing legislation and judicial decisions that affect it and by identifying, articulating and making decisions on legal policy issues.

The Director is accountable for regulating the practice of the Land Title offices and functions to set broad direction, establish goals, objectives, expectations and priorities, develop and implement policy and participate in the modernization of the Land Title operations. This leadership is set within the context of overall business goals, objectives and strategies.

The Director completes the above functions in consultation with key internal and external stakeholders to ensure stakeholder needs are understood and met and we are proactive in issues management. This includes the development and secretariat support for a industry advisory group to ensure the branch is aligned with the future direction of the industry.

Policy and practice changes will also be driven by strong analytics, reporting and evaluation. The interconnectedness of these concepts will drive outcomes based policy development.

The Director works collaboratively as a member of the Land Titles Branch Leadership Team to ensure Branch and divisional priorities are achieved. In doing so the Analytics and Program Policy Director is responsible to provide information, hand off issues or business challenges related to process or technology to counterparts within the branch responsible for functional delivery of services or related outcomes.

Responsibilities

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

- Policy and regulatory practice:
 - Develops and delivers new or revised land title policy to reflect statutory, case law, or administrative law changes to support consistent delivery of the land title programs.
 - Implementing approximately 60 statutes that contain provisions which require or allow registration at Land Titles.
 - Develops and implements the standards by which Land Titles Act applications are accepted and registered to create good safe holding and marketable title.
 - Provides high level policy expertise across all aspects of Land Titles business.
 - Accountable for land title and quality assurance and overall integrity of title to real property in Alberta.
 - Provides statutory policy advice (legislation and regulation) to government, including amendments to statutes impacting real property rights.
 - Plans and oversees the work of the Policy Analysts In alignment with Registries Modernization, plan for and remove policy barriers to modernization.
 - Oversee the implementation and maintenance of the *Prompt Payment and Construction Lien Act*.

- Stakeholder relationships:
 - Develops and maintains relationships with the following key areas:
 - i. Internal - Customer Operations, Business Innovation and Technology.
 - ii. External - Government of Alberta, the Law Society of Alberta, Statutory Heads in other jurisdictions, The Alberta Land Surveyors Association, real property professional associations, municipalities.
 - Fosters stakeholder support for the changes contemplated for the land title system. This may include implementing formal structures as appropriate to obtain professional or stakeholder support for the direction contemplated as part of the Ministry of Service Alberta strategic plan including the development of a Land Titles advisory committee and secretariat support for such.
 - Support strategic policy development and engagement

- Visioning and creation of land title programs:
 - Contributes to visioning & strategic growth and stewardship, with the paramount duty to safeguard the integrity of the land titles system
 - Identifies land title legislative amendments and works with legislative services to implement necessary changes in consultation with stakeholders
 - Accountable for the delivery of land title program initiatives, which may involve administrative, legal or financial outcomes

- Assurance Fund and litigation:
 - Administers the Assurance Fund, including instructing counsel in respect of Assurance Fund litigation.
 - Provides direction to counsel in respect of litigation that arises from appeals of a Registrar's decision
 - Provides consultation to Land Titles examiners regarding land registration issues that arise from members of the public

- Statutory operational responsibilities:
 - Performs the duties of a registrar of land titles
 - Performs other duties that may be assigned by the Executive Director

- Environmental Scanning:
 - Participates in national and international forums to understand trends or issues that other jurisdictions face in administering Torrens land title systems
 - Reviews and researches required provincial legislation, regulations, real property law, case precedent as well as best practices of other jurisdictions to develop and recommend corporate approaches to land title registration

- Business Analytics:
 - Ensuring the timely and accurate registration of Albertans interests in Land. This supports the real estate, legal, energy and financial sectors of the Alberta economy that rely on Land Titles for their business operations and allows them to be able to deal with their real estate assets financial activities by:
 - i. Managing workflows among staff through statistical analysis to maintain and report on turnaround times.
 - ii. Motivating staff in order to ensure high moral and productivity (failure to do so impacts turnaround times and introduces considerable risk into real property transactions.)

- iii. Overseeing all training of Land Titles staff which includes the six month introductory paralegal course and intermediate paralegal course.
- iv. Checking, overseeing and auditing the quality of work of Land Titles Analysts to ensure a high quality of work (Land Titles guarantees its work through the Assurance Fund and therefore, this position is accountable for ensuring that claims are minimized.)
- v. Conduct reporting and program evaluation on behalf of the branch.

Problem Solving

Typical problems solved:

Roles requires considerable industry knowledge and relationship management to manage and prevent issues. Also includes policy development and support to create lasting solutions (policy, operations and/or tech solutions) to identified issues.

Types of guidance available for problem solving:

Peers, outcomes of stakeholder consultations, leadership from ED/ADMO/DM/government.

Direct or indirect impacts of decisions:

There is significant reputational and operational implications based on the decision making latitude of this role.

Key Relationships

Major stakeholders and purpose of interactions:

Major external stakeholders as above and internal stakeholders that need to be briefed and updated as required. Internally this position is involved in all areas on land titles as well as working with the Policy, Governance and Legislative Services to develop and get policy changes through government approvals. Also required to provide strategic direction to Reg Mod teams to ensure alignment of builds to operations and policy intent.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Law	Business	LLB

If other, specify:

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

- Solicitor in good standing with a minimum of a seven-year call to the Bar, or employed in a senior position in Land Titles Office for at least 12 years.
- Considerable real property law experience is essential to the role as interacting with the legal profession is key to effectiveness in this position.
- A deep working knowledge of relevant legislation relevant to the operation of Land Titles, including the Land Titles Act, Law of Property Act and Condominium Property Act.
- At minimum, a degree in either a Bachelor of Laws or Juris Doctor Strong knowledge of policies related to document registration and fraud prevention and management
- Experience in developing and implementing policies, procedures, and standards to improve service delivery
- Excellent leadership, communication, and interpersonal skills, with a demonstrated ability to lead and motivate a large and diverse team, including the ability to implement change management initiatives.
- Ability to implement complex real property system for service delivery consistently.
- Strong analytical and problem-solving skills, with the ability to make sound decisions under pressure

- Ability to work collaboratively with other departments and stakeholders to achieve common goals

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		
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 and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration 	Position takes a long range view of the role of land titles and how the industry is evolving and ensuring alignment with how the branch meets industries needs.
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 	Ability to rapidly re-prioritize resources to meet changing operational demands and manage issues that arise.
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 	Integration of measurement, reporting and evaluation will drive policy development and the future land titles service delivery. The high degree of visibility internal and externally of this position means this is a critical competency.

		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 	Work with PGALS and Reg Mod to ensure policy, technology and operational alignment.

Benchmarks

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

- The position requires strong interpersonal and facilitation skills, strong leadership and management skills, including the ability to influence and promote innovation, build consensus, anticipate change and champion staff in accepting and adopting new concepts and approaches.
- Professional judgement and diplomacy are essential in order to manage relationships, recognize political sensitivities and the occasional conflicting nature of perspectives, requirements and priorities.
- The leadership skills to work collaboratively and productively and the ability to work closely with key partners (cross-ministry) on defined opportunities and initiatives. The proven ability to consider complex problems from a variety of perspectives, and through demonstrating strong analysis and understanding of the innovation system, assess options and implications, making clear recommendations which will support the branch work.
- Success in this role will require your understanding of government policies, processes and procedures with the ability to establish professional networks and an ability to manage competing priorities is required.

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

DM Name

Date yyyy-mm-dd

DM Signature