New

Ministry
Public Service Commission

Describe: Basic Job Details

Position

Position Number	Working Title (30 characters)
	SE Coordinator

Requested Class	
Program Services 2	

Job Focus	Supervisory Level
Corporate Services	00 - No Supervision

Business Unit	Dept ID	Program Code

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit	
Client Service Deliver, TACCS, Service Enhancement	☐ Current organizational chart attached?

Supervisor's Position Number	Supervisor's Working Title (30 characters)	Supervisor's Current Class
	Service Enhancement Consultant	Program Services 4

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The role supports the Service Enhancement Consultant in the design and delivery of Talent Acquisition project work. It is the primary contact for reporting needs within the Talent Acquisition Services branch and for external stakeholders requesting data from the branch. The role aids with research on projects and initiatives as identified by the Service Enhancement Consultant. It also supports the coordination and facilitation of Talent Acquisition related training to APS Hiring Managers and Talent Acquisition staff. The role supports consultants in the creation and delivery of presentations and other communications to clients and other stakeholders. The Service Enhancement Coordinator will be assigned individual tasks such as drafting documents, reports, and communications for internal and external stakeholders.

Responsibilities

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

   1. Provides coordination and other support to Service Enhancement project work related to a variety of different deliverables:

   a. Prepares documents such as business processes, process maps, training packages, research summaries.

b. Conducts environmental scans and literature reviews on leading practices to help inform program design decisions

c. Facilitates the planning, scheduling, and delivery of stakeholder engagement sessions and/or working groups. Ensures meeting information and action items are collected and documented. Drafts follow-up communications to stakeholders and coordinates delivery with the SE Consultant.

d. Interpret and apply findings by developing recommendations, business cases and/or presentations and identifying alternate courses of actions and their implications for recruitment services.

e. Supports the operationalization and ongoing maintenance of processes, activities, and initiatives developed and implemented by the Service Enhancement Unit.

2. Provides reporting, information, analysis, and advice regarding recruitment and other related workforce data.

a. Serves as the primary contact for recruitment-related data inquiries from internal and external clients and supports the provision of reporting needs. Works with the SE Consultant as required to determine the best approach to respond to inquiries.

b. Use Excel/Power BI/SharePoint/Enterprise systems to collect, prepare, and analyze data. Determines the ideal delivery format based on available resources and use-cases (e.g., email summary, written document, PowerPoint presentation, graphs and visuals, etc.).

c. Supports the Service Enhancement Consultant in data analysis and reporting for monthly and quarterly executive briefings.

d. Collaborates with reporting experts in WDA to established Standard Custom reports that provide details on ministry level recruitment activities.

e. Assist in the development of research reports, position papers, and other types of documents on recruitment issues, initiatives, and programs.

f. Build and maintain a knowledge base on recruitment-related data and reporting options.

g. Creates user tools and resources on how to read and use reporting solutions.

3. Coordinates the delivery and maintenance of recruitment-related training.

a. Collaborates with the SE Consultant and Workforce Development and Analytics branch on the development and delivery of recruitment related training.

b. Draft, update, and maintain training materials, ensuring content is up to date with current processes, directives, legislation, and priorities as advised by the SE Consultant.

c. Schedules sessions and coordinates facilitators to ensure training is delivered according to established timelines and/or training requirements.

d. Lead and maintain a working group of facilitators for training offerings to gather feedback and continually improve course delivery and content.

e. Support the SE Consultant in facilitation of training sessions

Problem Solving

Typical problems solved:
Identify appropriate stakeholders for involvement in engagement sessions, project work, and other activities.

Communicate complex/nuanced recruitment and HR concepts to stakeholders with little to no background on the subject.

Determine appropriate information needed to respond to reporting and data inquiries from internal and external stakeholders on recruitment related topic. Analyze data based on established best practices and align responses/recommendations with organizational goals.

Identifying areas for improvement in current processes. Proposing ideas for new processes.

Determine best sources for information when conducting research.

Identify deficiencies in reporting and data collection processes. Determine best approach to resolving.

Types of guidance available for problem solving:
Regular contact with the SE Consultant will be available for brainstorming ideas and seeking clarity on tasks.

Reference of HR directives, processes, etc. via MyAPS, Hello 1GX, and other similar sources.

Deliverables for audiences external to TAS will undergo review with the Service Enhancement team and often TAS Senior Leadership prior to exposure to the end client.

More independence will be expected with deliverables for internal audiences (Talent Acquisition and to some extend the Client Service Delivery Division) but regular guidance from the SE Consultant will be available if required.

Direct or indirect impacts of decisions:
Data and analysis will be used by Talent Acquisition Consulting and Administrative teams to inform day-to-day activities and recruitment planning.

The SE Coordinator will be responsible for drafting many of the reports, written documents, and presentations developed by the Service Enhancement Unit. Decisions on initial sources for data and research, stakeholders consulted, and preliminary approaches and recommendations will inform the general direction of work produced by the SE unit. The SE Coordinator's resources and time management will have significant implications on workflows for the rest of the SE unit as well as it's ability to meet deadlines and deliverables.

Key Relationships

Major stakeholders and purpose of interactions:
Service Enhancement Consultant - regular day-to-day.

Senior Leadership (TAS Directors and Executive Director) - weekly to monthly. The Service Enhancement Unit works closely with the ED and ADM's offices on project work, briefing notes, analysis, and presentations. With guidance from the Service Enhancement Consultant, the SE Coordinator would be expected to connect with senior leadership and/or staff from senior leadership offices to clarify purpose, share draft work for feedback, and support presentations and analysis on TAS project work.

Talent Acquisition Consulting and Administrative Teams - regular day-to-day contact with talent acquisition subject-matter-experts to canvas for feedback on recruitment activities, analysis, project work, process improvements, and general coordination of talent acquisition projects and activities across functional teams.

Corporate Service stakeholders external to Talent Acquisition - weekly to monthly. E.g., HR Business Partner teams, Employee Services (Pay and Benefits), Finance. Connecting with external stakeholders for input on project work, briefing notes, or other analysis.

Workforce Development and Analytics and 1GX Centre of Expertise - weekly to monthly. To obtain data and custom reports. Collaborate on identification, recommendation, and implementation of recruitment related system enhancements or other similar work.

Hiring Managers and other client area contacts - ad-hoc. Dependent on current projects, the SE Coordinator will participate in working groups or other stakeholder sessions with clients of talent acquisition services such

as hiring managers. This may involve presenting analysis of recruitment related topics or facilitating Q&A on Talent Acquisition processes. Other activities may involve taking and sharing meeting minutes, following up on action items, and/or reaching out for information as applicable to the project. The SE Coordinator will also support facilitation of recruitment related training (e.g., Diverse and Inclusive Recruitment Practices) to hiring managers as needed throughout the year.

Required Education, Experience and Technical Competencies

Education Level Bachelor's Degree (4 year)	Focus/Major Business	2nd Major/Minor if applicable	Designation
If other, specify: University degree in HR or related field or combination of education + direct experience totaling 4 years.			
Job-specific experience, technical competencies, certification and/or training: Knowledge and experience in Human Resources, particularly Talent Acquisition, is considered 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
Systems Thinking	☐ ☐ ☑ ☐ ☐	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	Consider and address how Talent Acquisition processes might impact other processes or initiatives within the department or broader Government of Alberta. The SE Coordinator will create process documentation, provide advice based on analysis of data, and assist in coordinating project work and delivery of stakeholder engagement sessions. Products and recommendations should align with current and long-term organizational objectives, account for impacts/barriers/ perspective from and to others. Work impacts and involves multiple teams within Talent Acquisition Services, the Public Service Commission, and other departments which must be considered in day-to-day activities.

Creative Problem Solving	☐ ☑ ☐ ☐ ☐	Focuses on continuous improvement and increasing breadth of insight: • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices	The SE Coordinator will need to effectively communicate data, concepts, and processes to stakeholder by developing reports, presentations, written documents and other solutions. Seeking clarity on vague and/or complex problems will be required. Creative and new methods for visualizing and communicating recruitment concepts will be required. Input from multiple sources (stakeholders, internal documentation, external research) will be necessary for the materials (project plans, presentations, process documentation) that this role will take part in. The SE Coordinator will be involved in project planning and post-project assessment.
Agility	☐ ☑ ☐ ☐ ☐	Works in a changing environment and takes initiative to change: • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines	The SE Coordinator will manage their individual tasks and scheduling within the context of broader project timelines but will need to remain responsive to changing demands and timelines, adjusting their workflow as required. They will design workflows and propose timelines for deliverables as new work is assigned. They will also assess existing workflows/

		Description	Role Justification
			processes for opportunities to improve efficiency.
Develop Networks	☐ ☐ ☑ ☐ ☐	Leverages relationships to build input and perspective: • Looks broadly to engage stakeholders • Open to perspectives towards long-term goals • Actively seeks input into change initiatives • Maintains stakeholder relationships	This role will work on projects that impact multiple stakeholder areas such as Talent Acquisition Services, 1GX Centre of Expertise, Workforce Development and Analytics, Employee Services, and client business areas. As such, stakeholder engagement across these parties will be a regular part of the role with maintenance of relationships across these units being vital to the ongoing success of the Service Enhancement Unit.
Build Collaborative Environments	☐ ☐ ☑ ☐ ☐	Collaborates across functional areas and proactively addresses conflict: • 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	As above. Additionally, the SE Coordinator provides a corporate perspective to Talent Acquisition projects that span multiple stakeholder areas. The SE Coordinator will be required to help facilitate discussion on subject matter and ensure all stakeholders collaborate and provide input. Likewise, the Coordinator must be able to communicate Talent Acquisition's objectives, needs, and perspectives in a manner that avoids conflict and encourages collaboration with stakeholders.

Benchmarks

List 1-2 potential comparable Government of Alberta Benchmarks:
Research and Policy Analyst - 022PS40
Land Use and Environmental Research Analyst- 022PS76

Assign