

## New

Ministry

Public Service Commission

### Describe: Basic Job Details

#### Position

Position ID

Position Name (200 character maximum)

Senior Manager, Operations

Requested Class

Senior Manager (Zone 1)

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

#### Employee

Employee Name (or Vacant)

Vacant

#### Organizational Structure

Division, Branch/Unit

Deputy Minister and PSC's Office

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

ED, Strategic Operations

Supervisor's Current Class

Executive Manager 1

### Design: Identify Job Duties and Value

#### Job Purpose and Organizational Context

Why the job exists:

The Senior Manager, Operations (SMO) provides leadership, Deputy Minister Office (DMO) operational oversight and strategic support to Arts, Culture and Status of Women (ACSW) and the Public Service Commission (PSC). Supporting Deputy Minister (DM), Executive Director, Strategic Operations (EDSO) and the ACSW and PSC Executive Teams, the role is integrating the DMO functions, managing cross-ministry strategic committees such the Deputy Minister Human Resources Integration Committee, ensuring alignment of the enterprise's strategic priorities.

The Senior Manager integrates the DMO operations of two ministries, requiring effective operational direction and execution. The role will be confronted with a variety of policy and operational challenges, determining the best path forward in consultation with impacted division(s), the Deputy Minister and the Executive Director.

## Responsibilities

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

### **Outcome 1: Lead execution and integration of Deputy Minister and EDSO direction**

- Translate Deputy Minister and EDSO direction into coordinated execution across divisions, including sequencing, timelines, and accountabilities.
- Provide direction on behalf of the DM and EDSO to ADMs on implementation expectations, dependencies, and alignment requirements.
- Monitor implementation of executive decisions and direct corrective action where progress, alignment, or quality are at risk.
- Identify and resolve barriers to execution, manage competing priorities, and determine escalation requirements.
- Maintain continuity of operations in a dynamic, high-pressure environment.

### **Outcome 2: Provide strategic advice and lead issues management at the executive level**

- Provide strategic advice and analysis to support the Deputy Minister, EDSO, and senior executives on complex, sensitive, and cross-cutting issues.
- Lead identification, prioritization, and management of issues requiring executive attention, including risk assessment and mitigation strategies.
- Integrate information and perspectives from across divisions to develop coherent advice, options, and recommendations.
- Determine appropriate framing, escalation paths, and response strategies for high-profile or politically sensitive matters.
- Ensure senior leadership is appropriately informed and positioned to make timely decisions.
- Track and ensure follow-through on decisions and commitments arising from executive-level issues.

### **Outcome 3: Lead executive operations systems, governance, and performance monitoring**

- Own the design, governance, and continuous improvement of executive operations systems, including tracking, reporting, and governance processes.
- Establish and enforce standards for executive materials, correspondence, reporting, and decision-support processes across ACSW and the PSC, providing added leadership to the Executive Correspondence Unit.
- Provide executive-ready analysis and reporting to support transparency, accountability, and informed decision-making.
- Lead end-to-end coordination and support for executive governance bodies (e.g., DMHRIC), including agenda setting, materials development, quality assurance of analysis, and tracking of decisions and follow-through to support implementation of executive direction.
- Direct remedial actions where performance, quality, or timelines do not meet expectations.
- Lead internal executive communications and engagement on behalf of the Deputy Minister and EDSO, identifying and implementing approaches to ensure the department is informed, engaged, and aligned with executive direction and priorities.
- Drive continuous improvement of systems, tools, and processes to strengthen operational discipline and consistency.

## **Outcome 4: Lead Strategic Integration, Stakeholder Alignment, and Executive Coordination**

- Lead integration and alignment of ministry priorities, initiatives, and policy activities across ACSW and the PSC.
- Engage ADMs, executive directors, central agencies, and ministerial offices to ensure alignment with Deputy Minister direction and government priorities.
- Determine and execute stakeholder strategies to advance executive priorities and resolve complex, cross-cutting issues.
- Integrate perspectives across divisions to provide coordinated advice, resolve conflicts, and ensure consistent implementation of executive direction.
- Lead coordination of materials for executive governance bodies (e.g., DMHRIC, ET), ensuring quality analysis, clarity of risks, and decision readiness.
- Influence decision-making through strategic advice, negotiation, and facilitation of consensus among stakeholders with competing priorities.
- Maintain oversight of key initiatives to ensure alignment, accountability, and coordinated execution of outcomes.
- Build and sustain relationships that enable effective collaboration and timely issue resolution across the ministry.

### **Problem Solving**

Typical problems solved:

- Interpreting and resolving complex, politically sensitive issues with limited precedent, requiring independent judgment and consideration of broader organizational and government impacts.
- Translating ambiguous or evolving strategic direction into coordinated execution, including defining approaches, sequencing work, and adjusting plans in dynamic environments.
- Integrating diverse perspectives and inputs across divisions to develop coherent advice, options, and recommendations for executive decision-making.
- Anticipating risks, pressures, and interdependencies affecting ministry priorities, and determining appropriate escalation, mitigation strategies, and courses of action.
- Balancing competing priorities and resolving conflicts across multiple PSC divisions to maintain alignment and execution of key initiatives.
- Leading coordinated responses to urgent requests from Executive Council and the Minister's Office while sustaining progress on planned deliverables.
- Designing and implementing improvements to executive operations systems and processes to address systemic issues and enhance organizational effectiveness.
- Developing new approaches where established processes are insufficient, ensuring effective and consistent execution across the ministry

Types of guidance available for problem solving:

- Broad strategic direction from the Deputy Minister and Executive Director, Strategic Operations (EDSO), with limited prescriptive guidance on implementation.
- Ministry and government priorities outlined in business plans, mandate letters, and executive direction, which may evolve and require interpretation.
- Legislative, regulatory, and policy frameworks that provide context but require judgment in application to complex and non\_routine situations.
- Input and consultation with ADMs, central agencies, and Minister's Office, often involving competing

perspectives and priorities.

- Executive operations systems and tools (e.g., departmental tracking and reporting) that support, but do not determine, decision-making.

Direct or indirect impacts of decisions:

- Direct impact on the timeliness and quality of advice provided to the Deputy Minister, Minister, and DMEC, influencing executive decision-making.
- Shapes alignment of department activities with government priorities, affecting workforce policy direction and implementation across Alberta.
- Influences cross-divisional priorities, workforce planning, employee engagement, and legislative coordination within the department.
- Indirect impact on external stakeholders, partner ministries, and public trust through integrated and coordinated responses.
- Recommendations and decisions may have significant operational, financial, and reputational implications for the Alberta Public Service.

### Key Relationships

Major stakeholders and purpose of interactions:

DM, EDSO, ADM office staff, Executive Directors, Minister's office staff, other ministry EAs, DMO staff across government - providing information, support, updates as required; managing information requests; acting as a department liaison with other ministries.

### Required Education, Experience and Technical Competencies

Education Level

Bachelor's Degree (4 year)

Focus/Major

2nd Major/Minor if applicable

Designation

If other, specify:

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

- Extensive knowledge of Alberta's government structure, legislative and decision-making processes, including Cabinet, Treasury Board, and Executive Council functions.
- Strong understanding of ministry mandates, government priorities, and strategic policy direction, with the ability to interpret and apply them in complex environments.
- Experience working across divisions and ministries on complex, politically sensitive issues involving multiple stakeholders and competing interests.
- Advanced knowledge of governance, executive decision-support processes, and departmental operations within a Deputy Minister's Office context.
- Demonstrated experience translating strategic direction into coordinated execution, including cross-divisional planning, integration, and monitoring.
- Strong analytical and conceptual thinking skills, with the ability to assess risks, synthesize diverse inputs, and develop recommendations for senior leadership.
- Proven ability to manage competing priorities in a dynamic, high-pressure environment with shifting timelines and executive demands.
- Experience advising and supporting senior executives in confidential and politically sensitive contexts.

- Excellent written and verbal communication skills, including development and review of executive-level materials.
- Demonstrated ability to influence outcomes, lead change, and build effective relationships across a broad range of internal and external stakeholders.
- Experience in business process improvement and systems optimization to enhance operational effectiveness.
- Proficiency with information management, tracking systems, and standard office tools.

**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	<input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input checked="" type="radio"/> D <input type="radio"/> E	<b>Integrates broader context into planning:</b> <ul style="list-style-type: none"> <li>• Plans for how current situation is affected by broader trends</li> <li>• Integrates issues, political environment and risks when considering possible actions</li> <li>• Supports organization vision and goals through strategy</li> <li>• Addresses behaviours that challenge progress</li> </ul>	
Build Collaborative Environments	<input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input checked="" type="radio"/> D <input type="radio"/> E	<b>Involves a wide group of stakeholders when working on outcomes:</b> <ul style="list-style-type: none"> <li>• Involves stakeholders and shares resources</li> <li>• Positively resolves conflict through coaching and facilitated discussion</li> <li>• Uses enthusiasm to motivate and guide others</li> <li>• Acknowledges and works with diverse perspectives for achieving outcomes</li> </ul>	
Agility	<input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input checked="" type="radio"/> E	<b>Creates an adaptable environment:</b> <ul style="list-style-type: none"> <li>• Fosters agility, proactive and flexible practices</li> <li>• Leads and creates momentum for change</li> <li>• Champions plan of action and overcomes barriers through proactive anticipation</li> </ul>	

		<ul style="list-style-type: none"> <li>• Quickly understands and reacts to environment, establishing flexible culture</li> </ul>	
Drive for Results	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Works to remove barriers to outcomes, sticking to principles:</p> <ul style="list-style-type: none"> <li>• Forecasts and proactively addresses project challenges</li> <li>• Removes barriers to collaboration and achievement of outcomes</li> <li>• Upholds principles and confronts problems directly</li> <li>• Considers complex factors and aligns solutions with broader organization mission</li> </ul>	
Creative Problem Solving	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> <li>• Engages perspective to seek root causes</li> <li>• Finds ways to improve complex systems</li> <li>• Employs resources from other areas to solve problems</li> <li>• Engages others and encourages debate and idea generation to solve problems while addressing risks</li> </ul>	
	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>		

**Benchmarks**

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

Director, Executive Operations (DEO)  
M610-01 - Director, Intergovernmental Relations & Immigration  
M420-25 - Section Head, Environmental Policy Integration

**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

**Shane Scott**

\_\_\_\_\_  
Director / Executive Director Name

**2026-06-20**

\_\_\_\_\_  
Date yyyy-mm-dd

**Shane.Scott**

\_\_\_\_\_  
Director / Executive Director Signature

Digitally signed by Shane.Scott  
Date: 2026.06.20 19:01:55 -06'00'

\_\_\_\_\_  
ADM Name

\_\_\_\_\_  
Date yyyy-mm-dd

\_\_\_\_\_  
ADM Signature

\_\_\_\_\_  
DM Name

\_\_\_\_\_  
Date yyyy-mm-dd

**Heather.Caltagirone**

\_\_\_\_\_  
DM Signature

Digitally signed by Heather.Caltagirone  
Date: 2026.06.23 06:52:50 -06'00'