



JOB DESCRIPTION

Working Title:

Supervisor Strategic Projects & Engagement Coordination

Name:

Position No.:

Reports to Position No., classification and level:

Division, Branch/Unit:

Present Classification:

Requested Classification: *(if encumbered only)*

Position Summary:

Briefly describe the main purpose of the position, and why it exists for the most part [See the [Job Design Writing Guide](#) for further assistance]

The Strategic Projects & Engagement Coordination (SPEC) unit was created to strengthen capacity within the branch of Common Service Delivery (CSD) to plan, develop and implement priority on-boarding and strategic initiatives. Part of the Employment & Financial Services Portfolio, the SPEC unit brings strong project development and management to CSD. This enhances the branch's ability to effectively manage and implement projects to increase efficiencies, improvement and innovation in service delivery.

This position provides project management leadership, mentoring and coaching, and alignment and oversight activities associated with the successful development and implementation of CSD strategic projects and initiatives. The Supervisor leads project coordinators, assigning projects to them which require varying levels of coordination, knowledge and skills depending on the project. The position must work closely with other areas within SCSS, CSD and cross-ministry, influencing partners to complete project objectives. The results created affect all Albertans as systems are changed to better serve their needs. The Supervisor may act on behalf of the CSD Manager, in their absence.

Reporting directly to the CSD Manager, this position has the following key responsibilities:

1. Oversee the direction of project management activities that result in organizational change, ensuring that the work of the Branch aligns to the complex strategy and policy environment affecting the division, the branch and Albertans who expect to be served by the system.
2. Provide leadership and supervision to a team of project coordinators.
3. Establish and maintain effective relationships with key stakeholders, using the trust established to assess the capability and capacity of the organization to implement projects.
4. Assist CSD Supervisors, Managers, Directors and Executive Director in managing project reporting requirements.

Primary Accountabilities/Responsibilities:

List the most important accountabilities/responsibilities of the position and how they are achieved. Normally a position has 4-8 core functions with approximately 3-6 activities involved in each [See the [Job Design Writing Guide](#) for further assistance]

1. Oversee the direction of CSD projects, ensuring that the work of the branch aligns to the complex strategy and policy environment affecting the division, the branch, and Albertans who expect to be served by the organization.
 - Leads the development of a coordinated project management approach to ensure effective supports and services.
 - Leads and oversees CSD projects coordinated by the unit, including the creation of project documents, such as project charters, project timelines, status updates, etc.
 - Provides support to CSD Manager and Directors in the development of project considerations, strategic options and long-term directions. Analyses key issues, provides trend and impact analysis and develops recommendations for senior management.
 - Undertakes research on best practices in other divisions, ministries and jurisdictions to be incorporated into branch programs as appropriate.
 - Creates appropriate project timelines, deliverable lists and ensures project deliverables are completed on time by working with branch, division, ministry and cross-ministry partners.
 - Accountable for coordinating the work of multi-disciplinary project teams and project coordinators.
2. Establish and maintain effective relationships with key stakeholders, using the trust established to assess the capability and capacity of the organization to implement projects.
 - Provides expert analysis and advice on project management techniques to stakeholders.
 - Develops effective partnerships with all stakeholders, managing by way of influence, to ensure the effective, timely and smooth delivery of project activities and deliverables.
 - Represents the branch on cross-ministry project management work.
 - Creates effective relationships with all stakeholders by refining the value proposition of the centralized project management approach and demonstrating strategic business results.
3. Provide project surge capacity to projects under CSD direction.
 - Acts in a 'surge capacity' role to provide needed additional support to projects.
 - Activities could include: research, analysis, drafting policy recommendation, leading meetings, stakeholder engagement, among others.
4. Assist the Supervisors, Managers, Directors, and Executive Directors and branch in delivering on CSD projects
 - Identifies and articulates the issues, challenges, risks and opportunities that exist within the Branch, creating options and recommendations for successful mitigation.
 - Provides project updates to Managers
 - Reports the status of projects to management team, as requested, through a variety of creative presentation formats.
 - Manages Action Requests (ARs)/briefings/correspondence, by providing briefings/ARs that succinctly identify the issues, meet quality standards, and reflect the government's and ministry's policy or position, coordinate and/or develop ministry responses to divisional matters that cross divisional lines and require a divisional perspective, ensure briefings/updates etc. reflect an emphasis on "outcomes".

Knowledge/Experience/Competencies:

Include information on required education along with identifying the most important areas of knowledge, specific training and type of experience required for the position. [Insert Link to writing guide] Critical competencies (technical and behavioural) required to do the work should be included – please reference the [APS Competency Model](#) [See the [Job Design Writing Guide](#) for further assistance]

Knowledge:

- University degree in business administration, social sciences, public administration or related post-secondary education.
- Extensive knowledge of industry best practices and methodologies related to project management, including knowledge of business planning and strategic alignment processes, outcomes management, financial management, capacity management, performance management, risk management and stakeholder management.
- Knowledge of government strategic goals and policy directions, particularly as they relate to SCSS mandated business plans, priorities, organization, and decision-making structures of lead, partner, and support ministries.
- An understanding of the strategic role of the Common Service Delivery and Employment & Financial Services Portfolio, including linkages and relationships to other divisions in SCSS.
- An understanding of the political environment within which the ministry operates and of government decision-making processes.

Experience:

- Project management experience in a complex environment implementing large scale multi-faceted projects.
- Experience managing direct reports, providing direction and mentorship. Demonstrated ability to influence others that are not direct reports.
- Demonstrated ability to strategize and create effective solutions and see them through to implementation.
- Expertise in handling confidential and sensitive communication.
- Demonstrated ability to make key decisions and have direct leadership responsibility.
- Experience with human resource management, particularly the management of staff and contracted resources with diverse and specialized knowledge and abilities.

Competencies:

- **Systems Thinking**
 - Works with program business areas to clarify and define their role and any given priority project for the most effective approach to meeting branch outcomes.
 - Quantifies and qualifies impacts of potential projects to the branch's short, medium, and long-term outcomes and recommends the most effective course for achievement.
 - Identifies risks and issues that may affect the successful execution of projects to the attention of the program areas, and management and participates in the mitigation and solution building for these risks and issues.
 - Ability to operate effectively within a complex organization and continually changing business environment.

- **Building Collaborative Environments**

- Leads the sharing of expertise between the corporate services areas and the program areas throughout the project life cycle to ensure the best project and ministry outcomes.
- Ensures ongoing communication is maintained between the unit and management by facilitating regular decision-making meetings regarding projects.
- Leads the unit to achieve the desired outcomes and participates as an effective team member.
- Effectively resolves issues and influence actions of others that are direct reports.
- Collaborates with branch management team to develop recruitment, retention and succession planning strategies as key tools to ensure the availability of appropriate knowledge and skills.

- **Creative Problem Solving**

- Leads meetings with stakeholders to solve complex problems and provide recommendations relating to the implementation and continuous improvement of project best practices in CSD.
- Stays abreast of the current project best practices and change literature and brings forward innovations to leadership,
- Able to work with ambiguity in a complex and changing strategic environment, under pressure and using sound judgement, tact and diplomacy.
- Comfortable with immediately responding to emerging issues and resolving crises that affect projects and stakeholders with little precedent or guidelines.

Primary Relationships/Contacts:

Identify primary internal and/or external clients, partners and stakeholders with whom your position communicates relevant to the primary purpose of the role. Indicate the frequency, purpose and nature of the contact [See the [Job Design Writing Guide](#) for further assistance]

Clients	Frequency	Nature/Purpose of Contact
Internal: Team Members	Daily	<ul style="list-style-type: none"> • Provide leadership and supervision to project team - project coordinators, training coordinator, and analytics resource.
Manager	Weekly	<ul style="list-style-type: none"> • Consults with and provides updates to the Manager on the ongoing status of projects • Presents findings, reports and recommendations on projects to support effective, evidence-based decision making
Director	As needed	<ul style="list-style-type: none"> • Presents findings, reports and recommendations on projects to support effective, evidence-based decision making
External: Cross-Ministry	As needed	<ul style="list-style-type: none"> • Partners with other ministries on complex projects that overlap the scope of multiple ministries

Organization Chart:

A current organization chart that includes supervisor, peers and staff must be attached. Include whether the positions are permanent, wage, temporary or contract and indicate position numbers [See the [Job Design Writing Guide](#) for further assistance]

Changes Since Last Review: (if applicable)

Identify significant changes that have impacted the primary responsibilities and accountabilities assigned to the position since the last review, including organizational changes [See the [Job Design Writing Guide](#) for further assistance]

Signatures:

The signatures below indicate that the incumbent, manager and division director/ADM have read, discussed and agreed that the information accurately reflects the work assigned [See the [Job Design Writing Guide](#) and the Human Services [Delegated HR Authorities](#) for further assistance]

Manager

Name

Signature

Date

Executive Director

Name

Signature

Date

ADM

Name

Signature

Date

This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Human Services Human Resource office at 780-644-3798 or HS.JobEvaluation@gov.ab.ca.