

Update

Ministry

Education and Childcare

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Manager, Business Operations and Student Transportation

Current Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

 Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

2025-12-09

Responsibilities Added:

Student transportation responsibilities have been added to the business operations role for this specific position ID.

Responsibilities Removed:

None. The division of business operations and student transportation responsibilities and duties will be determined by branch and division priorities and will vary through out the school year.

Job Purpose and Organizational Context

Why the job exists:

The Manager, Business Operations and Student Transportation provides support and advice to school authority business officials regarding complex and diverse school business issues as well as information regarding funding policy, legislative requirements and governance. This position is also considered the provincial expert for the student transportation program, including development of the annual student transportation budget. This role is responsible for providing verbal and written advice to senior representatives of the Ministry, Government, school authorities and stakeholders regarding student transportation funding policy, legislation and regulations.

Responsibilities

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

Legislation and Funding Criteria Expertise

- Respond to school authority inquiries on funding, legislation and governance requirements.
- Support school authority senior administration, including superintendents and secretary-treasurers, in resolving complex operational issues.
- Provide information to school authorities regarding the application of Education and Childcare legislation, regulations and policies.
- Offer recommendations to Ministry and Government leaders on school board governance and business operations matters.

Policy Development & Governance

- Support the creation, implementation and evaluation of new policies, guidelines and processes that impact the education system.
- Liaise with policy development and legislative services staff to review current legislation and support the drafting new legislation in response to new policy initiatives.
- Provide support for separate school district establishments, draft boundary adjustment orders and oversee school board trustee elections.
- Ensure Education and Childcare regulations and policies are being applied properly including independent school governance, school fees and student transportation services.

Student Transportation Oversight

- Provide information and advice regarding school authority transportation operations.
- Investigate and mediate disputes regarding service levels, eligibility and fees.
- Ensure compliance with legislation, regulations and policies related to transportation services.
- Serve as the provincial expert in developing and advising on student transportation regulations and policies.
- Review student transportation funding applications and conduct annual application audits.
- Provide support and mentorship for 1 direct report, the Student Transportation Manager.

Stakeholder & Relationship Management

- Build and maintain collaborative relationships with school authorities.
- Represent the Ministry on committees, working groups and sector-wide initiatives.
- Provide training, resource materials and manuals to enhance stakeholder understanding.
- Act as a liaison with organizations such as the Association of School Business Officials of Alberta, the Student Transportation Association of Alberta and the Alberta Student Transportation Advisory Council.
- Facilitate knowledge-sharing and collaboration among stakeholder organizations.

Compliance Monitoring

- Support the branch's annual compliance monitoring review
- Confirm student funding eligibility for selected schools and student samples.
- Provide training and resources regarding student record requirements.
- Work with school authorities to improve student record management processes.

School Accreditation Review

- Support the review of applications for new independent, Early Childhood Services and charter schools.
- Provide analysis and feedback regarding budget projections.
- Ensure governance and regulatory requirements have been met.
- Provide advice and recommendations to the Minister regarding applications.

Problem Solving

Typical problems solved:

This position provides guidance and advice to school authorities regarding inquiries about legislation, governance and funding eligibility. This includes questions about student registration eligibility, student transportation funding and eligibility, school board elections and the separate school establishment process. Must be able to respond to difficult or challenging situations and provide direction, consultation and expertise to school authority senior leadership regarding diverse and complex issues.

The Manager must have the ability to develop high levels of trust, demonstrates integrity and professional judgment and consider complex and multi-faceted perspectives. Well developed communication skills are essential to provide coordinated, responsive, and flexible support for the implementation of programs, initiatives, policies and legislation relating to school board operations, governance and student transportation.

Provide analysis of new school authority applications to determine program and financial sustainability. Assess the accuracy of budget and enrolment projections and determine if they are reasonable and attainable.

Continually analyze cost factors influencing the transportation funding model including fuel, contractor rates, insurance and bus prices. Ensuring the transportation funding model adequately supports the student transportation services school boards are required to provide. This also includes monitoring service delivery issues such as bus driver shortage challenges.

The Manager provides sound and comprehensive advice and decisions relating to school authority transportation issues within the context of legislation, regulations, budget and financial principles and policies, including determining appropriate and acceptable alternatives in relation to risks and consequences.

The ability to mediate disputes relating to complex and emerging student transportation issues that arise within and between school authorities or between parents and school authorities. These disputes are often sensitive and contentious and typically involve parents of students with unique transportation requirements. The Manager must demonstrate excellent judgment and diplomacy given the sensitive nature of each situation.

The Manager works collaboratively with other areas of the Ministry to develop new policy initiatives and review current policy direction. The position assists other provincial ministries and the Federal government in developing new policy or program initiatives that impact student transportation.

The Manager is relied on to develop effective working relationships with school authorities, identify emerging trends, opportunities and challenges and develop coordinated and integrated solutions that support school business operations and student transportation program funding and operations.

Types of guidance available for problem solving:

The Manager must be able to clarify goals, objectives and priorities and provide guidance within the Ministry and to school authorities. This position applies knowledge, skills, and experience to solve problems and provide advice, particularly in response to emergent issues, inquiries, dispute resolution, and questions regarding the application and implementation of legislation, regulations, programs, and policies.

A strong understanding of legislation, policy and the funding manual is required to provide direction in the following areas:

- Financial and budgetary advice: budget and cost model analysis, assessing viability of new school authority applications and ensuring fiscal integrity.
- Legislative and regulatory interpretation: understanding applicable legislation and government policy direction.
- Strategic consultation: advising senior Ministry and government officials on risks, alternatives and policy development.

This position requires superior analysis, reasoning, evaluation, negotiation and problem-solving skills. Significant interpretative, evaluative and developmental thinking is also required, along with the ability to understand complex relationships and facilitate decision-making processes involving stakeholders and senior decision-makers.

A strong understanding of legislation and resources such as the *Education Act*, School Transportation Regulation, Funding Manual for School Authorities, Guide to Education, Establishment of Separate School Districts Regulation and *Local Authorities Elections Act* is required to effectively manage difficult and challenging situations. In addition to presenting and explaining the rationale behind applicable legislation, regulations, policies, directives and guidelines, this position ensures guidance is provided in a manner that is relevant to the unique requirements of each school authority.

Direct or indirect impacts of decisions:

This position is responsible for providing solutions to senior government and Ministry representatives, school authority stakeholders and parents. Guidance provided ensures compliance with legislation, policy and funding manual requirements. The solutions provided builds trust and credibility between the Ministry, school authorities, and stakeholders. Strengthens stakeholder relationships, reducing future conflicts and enhancing responsiveness of the education system.

Policy recommendations impact the *Education Act* and associated regulations, school board operations, student funding eligibility and student transportation funding policy. Decisions support long-term policy development and continuous improvement in school authority governance and operations.

Allocation of transportation funding directly affects school authority budgets and service delivery. Resolving disputes between parents and school authorities regarding student transportation service delivery strengthens relationships and reduces future disputes.

Key Relationships

Major stakeholders and purpose of interactions:

Internal

- Regular contact with branch director and branch staff as well as executive director, other directors and managers regarding the application of legislation and funding manual requirements, discussion of current issues and coordination of initiatives and projects.
- As required contact with executive team and Minister to provide advice and recommendations pertaining to student transportation budgeting, funding policy, pressure points and issues within the context of Ministry business plan.

External

- Regular contact with senior representatives of school authorities including superintendents, secretary-treasurers, program area leads, student transportation directors/supervisors, independent schools and ECS operators to provide advice regarding funding manual and legislative requirements and assist with resolving complex issues.
- Regular contact with representatives of other government departments, including Transportation and Economic Corridors to exchange information and discuss student transportation industry challenges.
- As required contact with industry stakeholders including Association of School Business Officials of Alberta, Student Transportation Association of Alberta, Alberta Student Transportation Advisory Council and school bus contractors to answer questions regarding legislation, funding and discuss student transportation industry challenges.
- As required contact with parents regarding student transportation service concerns, eligibility criteria and fees.

Required Education, Experience and Technical Competencies

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

If other, specify:

Related degree or equivalences through diploma, university, institute course work or experience.

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

Knowledge of relevant ministry and government policies and legislation including the Funding Manual for School Authorities, *Education Act*, Establishment of Separate School Districts Regulation, ECS Regulation, Independent Schools Regulation, School Transportation Regulation, Student Record Regulation and Commercial Vehicle Safety Regulation.

Candidate must have the ability to manage multiple issues at the same time and adapt to changing priorities.

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"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Integrates broader context into planning:</p> <ul style="list-style-type: none">Plans for how current situation is affected by broader trendsIntegrates issues, political environment and risks when considering possible actionsSupports organization vision and goals through strategyAddresses behaviours that challenge progress	<ul style="list-style-type: none">Considers current policy direction, government mandate and potential risks when determining solutions to emergent issuesProvides objective and substantiated advice to senior ministry and school authority representatives regarding student transportation operations in the provinceDevelops solutions that support government's goals and ministry mandate
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">Engages perspective to seek root causesFinds ways to improve complex systemsEmploys resources from other areas to solve problemsEngages others and encourages debate and idea generation to solve problems while addressing risks	<ul style="list-style-type: none">Engages different perspectives in determining roots causes of a problemUtilizes analytical techniques and knowledge sources to find solutions to challenging problemsEngages in discussions with the appropriate colleagues within the ministry as well as school business officials to determine solutions to complex issues
Agility	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>		<ul style="list-style-type: none">Able to anticipate, assess and quickly adapt to changing priorities that may impact policy approach and fundingAnticipates how policy

			<p>and funding decisions will impact student transportation services</p> <ul style="list-style-type: none"> - Anticipates obstacles to change and thinks ahead about next steps - Provides a clear rationale for policy or funding changes, offers alternative solutions and identifies benefits - Maintains an open perspective regarding school authority and parent concerns while displaying empathy
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"> • 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 	<ul style="list-style-type: none"> - Understands the cycle of work activities and takes proactive steps to plan, coordinate and ensure deliverables are of a high quality, on-time and complete - Works within tight and unpredictable timelines to ensure the timely completion of work items, projects and student transportation funding applications
Develop Networks	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Makes working with a wide range of parties an imperative:</p> <ul style="list-style-type: none"> • Creates impactful relationships with the right people • Ensures needs of varying groups are represented • Goes beyond to meet stakeholder needs • Ensures all needs are heard and understood 	<ul style="list-style-type: none"> - Utilizes effective communication skills to collaborate and build relationships with ministry colleagues and school authorities - Understands who to contact within the ministry and with school authorities to discuss complex issues and find solutions - Continually strives to better understand the challenges faced by school authorities so that they feel heard and understood