

Update

Ministry

Transportation and Economic Corridors

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Issues Coordinator

Current Class

Program Services 3

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

Traffic Safety Services/ADMO

☐ 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

Responsibilities Added:

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

The Issues Coordinator provides support to the Divisional Manager Operations/Issues Manager and is responsible for the coordination, enhancement, maintenance, and implementation of daily divisional work and strategic processes for the Traffic Safety Services Division in the Ministry of Transportation and Economic Corridors. The Issues Coordinator ensures alignment between ministry's efforts and its strategic goals. This position requires proactively tracking,

planning, and effectively communicating work for the division. The Issues Coordinator must ensure integration of strategic, business, and operational time frames across the branches within the division, and across the ministry.

This position entails working with various levels of managerial and non-managerial staff in the ministry, including the Deputy Minister's office, Ministerial Correspondence Unit, Executive Directors, other executive offices in the ministry, and administrative assistants, to facilitate smooth strategic processes and coordination of work.

The role includes the coordination, drafting, editing, and a strategic review of documents, such as correspondence, briefing materials, and program-related documentation. This position leads a quality assurance function for the division, ensuring quality and timely deliverables for the Minister, Deputy Minister, and Assistant Deputy Minister. This position also provides an advisory role in creating opportunities for process improvements across the division.

Being in a central coordination role of the division, this position will require someone who is able to continue to build on a positive continuous improvement working culture.

This position works closely with and reports to the Divisional Issues Manager, and closely works together with and provides guidance to other staff members in the Assistant Deputy Minister's Office (ADMO), such as the Divisional ARTS Coordinator/Executive Support.

Responsibilities

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

1. Coordination of the timely and high-quality execution of divisional deliverables.
 - Collaborate with internal stakeholders in the ministry, such as the DMO, MCU, ADMOs, and program areas in the coordination and communication of top-down and bottom-up requests, and facilitate the delegation of work throughout the division.
 - Support the Divisional Manager Operations/Issues Manager in coordinating, facilitating, developing, and managing internal communications for the Assistant Deputy Minister's Office.
 - Conduct review of documents, such as correspondence, briefing notes, memorandums, key messaging documents, various slide deck presentations, and policy documents, to ensure they are aligned with government messaging and priorities and they meet quality expectations.
 - With an understanding of the Division and Ministry's timetables, ensure that briefings and other materials required are available to the Assistant Deputy Minister in a timely and comprehensive manner.
 - Follow up on behalf of the Assistant Deputy Minister on such matters as briefings and related documents.
 - Independently assess situations to determine the impact and priority and determine if others need to be involved or informed. Facilitate the right level of approval for divisional deliverables, including action requests and priority ministry initiatives.
 - Handle inquiries from the Deputy Minister's office on an appropriate and timely basis, which requires a broad knowledge of Ministry programs in providing appropriate and timely responses.
 - Develop effective and efficient tracking mechanisms and tools to communicate and support timely and high-quality deliverables.
 - Lead coordination of input to ministry-wide tracking and communication mechanisms.
 - Build and foster relationships to develop good rapport for divisional issues coordination.
 - Respond to emergent requirements for the Assistant Deputy Minister's Office.
2. Driving the continuous improvement of workflow processes within the division and ministry.
 - Collaborate with internal stakeholders in the ministry, such as the DMO, MCU, ADMOs, and program areas to maintain and develop lean processes that support strategic outcomes and minimize risk to the organization in the review and contribution to documents such as priority trackers, planning and reporting documents, briefing notes and communiques.
 - Collaborate with internal stakeholders in the ministry to build, support, and advise on the development of lean processes within the ADMO to facilitate sufficient approval time, the reduction of duplication of work, and the foundation to work strategically through ongoing communication and consultation.
 - Build ongoing process awareness in the division to ensure best practices are used and maintained.
3. Driving the continuous improvement of quality deliverables (Quality Assurance)
 - Lead a quality assurance function for the division, ensuring review of deliverables for completeness, accuracy, and

quality. Including the review and provision of feedback to MDM slide decks, Key Messaging documents, Briefing Notes and Communiques.

- Develop a feedback loop to the division that supports improvement of work, and assists in maintaining a positive work environment and a continuous improvement culture through collaboration, review and contribution on documents such as priority trackers, weekly/biweekly memo's and letters and updates to the SharePoint site.

- Providing and supporting opportunities for executive managers, administrative assistants, and drafters to create awareness and educate them on best practices, such as writing practices and style and template requirements through ongoing email and in-person communication after reviewing action requests.

4. Supporting the planning and implementation of strategic and operational goals of the ministry.

- Advise on the identification of strategic and operational issues across the division.
- Support the development of the Assistant Deputy Minister's annual Performance Contract, providing input on key activities and ensuring alignment with performance contracts for direct reports.
- Develop tools and processes to support the accomplishment of strategic and operational goals.
- Develop and maintain the ADMO Transportal landing page and ensure Branch pages are up-to-date.
- Support the Issues Manager/ADM.

Problem Solving

Typical problems solved:

The core businesses and activities of the Ministry of Transportation and Economic Corridors are complex. The Issues Coordinator must understand the department's business and processes, as well as the internal and external trends and issues impacting the business, and be able to clearly communicate those to key audiences.

The quality of the material produced by the Traffic Safety Services Division reflects on the ministry. The documents that will pass the desk of the Issues Coordinator are intended for officials, such as Cabinet members, senior government executive members, stakeholders, and the public. Issues are often politically sensitive and must be handled appropriately.

The scope of the work undertaken by the incumbent impacts divisional staff. The incumbent must be able to communicate effectively and work to implement departmental processes, plans, and frameworks that are workable and easily understood.

The incumbent is required to stay informed of internal and external issues impacting ministry programs and services to effectively respond to issues. To be successful in this role, the incumbent must understand theories and practices for good planning and be able to put those theories into practice in a multi-faceted ministry.

The incumbent will be responsible for providing guidance and support to the ARTS Coordinator/ ADMO Executive Assistant, under the supervision of the Divisional Issues Manager. The incumbent may be required to act for the Divisional Issues Manager, and assume all supervisory duties associated with the position.

Skills and Abilities

- Ability to work independently and manage numerous priorities concurrently
- Excellent organizational and time management skills
- Superior written and verbal communication skills
- Well-developed teamwork and interpersonal skills
- Well-honed interpersonal skills, equipped to build a positive working environment
- Ability to identify problems and find creative solutions
- Ability to maintain level-headedness in a high-pressure environment
- Ability to assess what frameworks and processes are workable with the ministry
- Ability to identify politically sensitive issues and respond accordingly
- Effective project management skills
- Excellent presentation and facilitation skills
- Strong analytical and research skills

Types of guidance available for problem solving:

Guidance for the Issues Coordinator role will be minimal. Some guidance may be sought from the Issues

Manager. However, there is a high volume of priorities that requires independence and the ability to think critically. Further, available to the Issues Coordinator is guidance from systems such as ARTS and SharePoint.

Direct or indirect impacts of decisions:

Many issues arise that are complex and sensitive for the department. The incumbent must be politically astute and highly professional in influencing others. The incumbent must also be a creative problem solver and "solution finder".

Key Relationships

Major stakeholders and purpose of interactions:

1. Deputy Minister's Office (DMO), Ministerial Correspondence Unit (MCU), other Assistant Deputy Minister's Offices (ADMOs).
 - Works closely with the other executive and coordinative offices across the ministry to coordinate the work, and collaborate on priorities. Keeps updated on their needs, obtains approvals, and consults on complex/competing strategic issues and timelines. Provides strategic advice on priorities, and process practices.
2. Executive Managers, Directors, Managers, and Subject Matter Experts within Transportation and Economic Corridor.
 - Exchanges information, obtains feedback, provides advice, resolves issues related to the overall processes, consults with experts in program areas, and generally works together to achieve mutually assigned goals.
3. Assistant Deputy Minister, Traffic Safety Services
 - Daily contact on work related to the office's deliverables, communicating on priorities, and obtaining approvals.
4. ADMO Executive Assistant
 - Daily contact on work related to the office's deliverables, communicating on priorities, and obtaining approvals
5. Issues Manager
 - Daily contact on work related to the office's deliverables, communicating on priorities, and obtaining approvals.
6. Corporate services, including Communications, Human Resources, Finance, Emergency Management, and Strategic Planning
 - Work together to obtain advice on issues, and provide support in achieving ministerial deliverables.
7. Consultants, stakeholders, and the public
 - Direct communication with external stakeholders may be required on occasion.

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:

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

- Related degree and several years of experience in a strategic business environment.
- Experience and knowledge of change management practices, process improvement practices, and Lean Sigma are considered assets.
- Understanding of strategic and operational processes and how they support the ministry and government.
- Sufficient computer skills to develop spreadsheets, presentations, and work with complex documents and research.

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		
Drive for Results	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Works to remove barriers to outcomes, sticking to principles:	Works consistently to improve the quality and timeliness of advice to

		<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 	<p>Senior Officials and Minister</p> <p>Works to improve the sophistication of the organization by managing projects and ensuring that issues are surfaced and dealt with in a systematic manner.</p>
Build Collaborative Environments	○ ○ ● ○ ○	<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 	<p>Works in conjunction with Branches and Divisional management to ensure issues are surfaced and dealt with in a systematic manner.</p> <p>Works with with Branches and Divisional management to ensure the business objectives of Traffic Safety Services are met, while meeting and even exceeding expectations.</p>
Systems Thinking	○ ○ ○ ● ○	<p>Integrates broader context into planning:</p> <ul style="list-style-type: none"> • Plans for how current situation is affected by broader trends • Integrates issues, political environment and risks when considering possible actions • Supports organization vision and goals through strategy • Addresses behaviours that challenge progress 	<p>Strives to ensure organizational awareness, government platform and policy objectives are taken into account when providing advice to Senior Officials and Minister.</p> <p>Understands the impact on stakeholders and incorporates appropriately into advice to Senior Officials and Minister.</p> <p>Works with Branches and Divisional Management team to develop plans that are achievable and address policy and procedural gaps across the Division.</p>