

Update

Ministry

Forestry and Parks

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Parks Issues Advisor

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

Responsibilities Added:

-Supports enterprise-scale business operations and revenue management.
-Supports data governance, intelligence and reporting.
-Provides branch level technology supports to coordinate work, including Sharepoint and dashboards.

Responsibilities Removed:

-Supervise 2 administrative positions

Job Purpose and Organizational Context

Why the job exists:

Reporting directly to the Executive Director (ED) of Parks Strategy, Governance and Business Services, this role works closely with senior branch staff to deliver core branch/divisional goals.

The Parks Issues Advisor provides professional advice, assistance and support to the ED in relation to ongoing operational management of the branch. This position is required to ensure that the ED is briefed on all issues and emerging matters, and that issues management is provided for the branch in a fully integrated and coordinated manner.

Responsibilities

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

1. Provides strategic support and advice to the Executive Director regarding operational management of the branch.
 - Ensures the ED is briefed on emerging and/or complex issues.
 - Assesses and directs issues to specific program areas.
 - Assesses, prioritizes, and researches issues and inquiries with both branch and system implications; including determination of matters that require ED's attention and directing issues to the appropriate areas.
 - Summarizes information and provides strategic advice on options.
2. Oversees responses to action requests, briefings, communication products, input requested from other branches or ministries, and branch planning, budget forecasting and reporting.
 - Manages the flow of Action Requests to ensure accuracy and deadline dates are met.
 - Ensures responses are relayed with professionalism, in Minister's preferred style, and political acumen.
 - Tracks all Action Requests, staffing requests, FOIP requests, contracts, etc.
 - Provides advice and supports to ensure clarity of request/issue and scope of response.
3. This branch is responsible for retail and reservations, information systems, finance, data and analytics and records management.
 - Supports enterprise-scale business operations and revenue management.
 - Supports data governance, intelligence and reporting.
 - Provides branch level technology supports to coordinate work, including Sharepoint and dashboards.
4. Serves as a liaison to the Assistant Deputy Minister's Office and Branch Senior Management Team.
 - Acts as the primary contact in SGBS EDO for the Assistant Deputy Minister's Office and branch staff.
 - Ensures Senior Management Team responsible for all program areas are apprised of matters affecting their respective areas and is the liaison between the program areas and the Assistant Deputy Minister's office.
5. Supports day to day divisional operations.
 - Provides onboarding/training to new staff and ensures cross-training is consistent within the EDO.
 - Ensures staff are included in appropriate meetings and staff are informed of issues and emerging trends in division.
 - Oversees cover-off of support positions as required to ensure continued effectiveness of operations.
 - Supports technology requirements of the Edmonton office.

Problem Solving

Typical problems solved:

The nature of the issues that arise range from day-to-day routine internal operations to emergent issues from the Assistant Deputy Minister's office. Analytical skills are required to assess issues and inquiries to determine urgency and impact, and to connect to the appropriate program staff to ensure a coordinated and timely response. Strategic and systems thinking are required to ensure effective resolutions and prevent unintended consequences.

Types of guidance available for problem solving:

The Parks Issues Advisor must be able to access appropriate resources quickly and provide

recommendations that ensure timely and accurate responses. The Parks Issues Advisor requires research and problem-solving skills, as well as sound judgment within tight timelines, and the ability to remain calm under pressure. The ADMO and the divisional coordination team are available for peer guidance.

Direct or indirect impacts of decisions:

The Parks Issues Advisor must effectively cooperate with others in the division to work together and drive resolution of issues in the midst of competing priorities. This is dependent on the ability to establish effective relationships and demonstrate knowledge of branch and corporate issues and sensitivities. The challenge is to cultivate a sense of shared responsibility across the branch for outcomes.

Key Relationships

Major stakeholders and purpose of interactions:

Internal:

Executive Director
 Other ED offices
 Regional Directors
 Other Forestry and Parks divisions
 CPE
 Service Alberta and Red Tape Reduction
 Technology and Innovation
 Divisional Staff (ARTS Coordinators, Priority Issues Coordinators, etc.)
 Department Managers
 Other divisions (finance, policy, legal, human resources, etc.)

Required Education, Experience and Technical Competencies

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

If other, specify:

Political Science, Economics, Public Administration, Information Management

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

Experience working in an ED's office is preferred.

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		
Systems Thinking	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> • 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 	<p>Is well versed in GOA decision making processes, business plans and related policies, regulations and legislation</p> <p>Understand the role of the provincial parks and protected areas system, the Crown Lands approach to conservation and recreation management and achieving divisional long term priority actions</p> <p>Technical knowledge of</p>

			park management, conservation, recreation and tourism sectors
Creative Problem Solving	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> • 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 	<p>Requires superior organizational and written/verbal communication skills</p> <p>Ability to synthesize information and provide recommendations</p> <p>Ability to effectively prioritize and manage changing timelines and demands</p>
Drive for Results	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations 	<p>Works to coordinate a wide range of functions and responsibilities within the branch, including financial administration, revenue generation, public communication, information system management, data and analytics, and policy/program development</p> <p>Strong leadership skills</p> <p>Must be able to work independently, relying on knowledge, experience and guidelines</p>
Build Collaborative Environments	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<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 within Parks Division, with Forestry and Parks and with other GOA and external stakeholders to identify, coordinate and report on regular deliverables and special projects, such as information system updates/replacements and performance measurement</p> <p>Highly developed interpersonal and supervisory skills</p>

<p>Agility</p>	<p>○ ○ ● ○ ○</p>	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> • Identifies alternative approaches and supports others to do the same • Proactively explains impact of changes • Anticipates and mitigates emotions of others • Anticipates obstacles and stays focused on goals • Makes decisions and takes action in uncertain situations and creates a backup plan 	<p>Adapt quickly to changing landscape and priorities, foster agility in others, and create processes and opportunities that encourage proactive and flexible practices.</p>
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