New

Ministry

Service Alberta and Red Tape Reduction

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Senior Business Analyst & Advs

Requested 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

Job Purpose and Organizational Context

Why the job exists:

Alberta privatized the delivery of registry services in 1993 and is the only jurisdiction in North America where public registry services are completely offered through a network of individually owned private agencies. There are more than 200 private registry agent locations where Albertans can access registry services. These registry agent locations vary in size, transactional volumes and number of employees. Registry services include Motor Vehicles, Vital Statistics, Corporate Registration, Land Titles, Personal Property Registrations and Alberta Health Care Insurance Plan and Alberta Organ and Tissue Donor Registry registrations and services. Registry agents provide in excess of 10 million transactions annually, impacting an average of 30,000 Albertans every day. Providing consistent, high-quality service to Albertans while ensuring personal information is safeguarded through a private registry delivery system is unique and complex.

The Senior Business Analyst and Planning Advisor reports to the Director of Registries Administration and Accountability.   The Unit provides administrative oversight for registry agents and utilizes an Accountability Framework to establish service standards and service excellence objectives to ensure Albertans receive efficient, accurate and appropriate registry services. The unit monitors and assess the registry agents against established standards and measures overall registry agent performance. The Unit is also responsible for the protection of personal and private

information contained with registry systems by ensuring adequate measures are in place for all individuals with systems access. Collaborative stakeholder engagement is a critical component in supporting programs, policy development, operational and strategic planning, and service delivery methodologies and improvement, related to the delivery of registries services.

The Senior Business Analyst and Planning Advisor will support operational and policy initiatives by gathering, analyzing, interpreting data, and make recommendations to drive informed decision making. This role focuses on improving processes, evaluating program effectiveness and ensuring compliance within regulatory frameworks. This position will bridge policy objectives and operational execution. A significant portion of the projects and assignments will arise out of planned strategic initiatives intended to improve registries services. The Senior Business Analyst and Planning Advisor's purpose is to develop and advance practical effective business solutions. The position employs research, general government business knowledge, common sense and logic to discern the relevant ideas and practices that can potentially adapted and transplanted into our specialized review processes. The Senior Business Analyst and Planning Advisor produces many diverse types of work deliverables such as discussion papers, briefing notes, action requests, process documentation, flowchart illustrative and project plans. These deliverables will be referenced in the decision-making process and result in the selection between viable options that lead to implemented actions.

The Senior Business Analyst and Planning Advisor works closely with content experts across the branch, ministry, and other ministries to produce sound policy and projects in alignment with government priorities. The position operates within the framework of ministry priorities and business plan goals, GOA policy development and decision-making processes, and branch operational plans. Assignments can range but are not limited to the following: interpreting legislation/ operational policy needs and developing processes which drive business efficiencies; examining a complex processes to identify opportunities for improvement and/or standardization on broader policy development within GOA; monitoring initiatives and assessing the impact on existing policies, resources and processes; gathering and compiling business requirements; working with the internal and external stakeholders to support initiatives, including access to and sharing information and analyzing the implications of policy issues related to compliance and monitoring and developing options to address those issues while integrating the use of new technology into a standard business process; writing business cases to rationalize the value and impacts of selected initiatives and determining information requirements. In addition, they will assess and influence organizational policies to ensure they align with operational goals, enhance productivity, and comply with relevant regulations and mandates.

Responsibilities

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

1. **Develop and Support Strategic Initiatives**

- Lead and support major projects and initiatives related to the administration and oversight of registry agents, including evaluating, interpreting, and implementing procedures, policies, and regulations.

- Identify business needs, define project scopes, and document requirements to address trends and operational issues within the delivery of registry agent services.

- Conduct thorough research and analysis to provide actionable insights, developing

recommendations for management decisions and policy or procedure formulation.

- Leverage data analytics to evaluate the performance of registry operations, identify trends, and provide data-driven recommendations for continuous improvement.

- Prepare comprehensive reports, dashboards, and visualizations to inform leadership and stakeholders of operational performance and strategic opportunities.

- Collaborate with technical teams to design, test, and implement system enhancements and upgrades to improve registry agent operations and reporting capabilities.

- Develop automated reporting tools and processes to enhance efficiency and reduce manual intervention in data tracking and analysis.

- Prepare briefing materials, action requests, and presentations for leadership, internal, and external stakeholders to support strategic objectives.

- Support the implementation and coordination of approved initiatives, ensuring alignment with organizational goals and mandates.

2. **Analyze and Document Business Processes**

- Work with the team and stakeholders to elicit, analyze, and document business requirements, processes, and workflows.

- Identify areas for process improvement and recommend solutions to enhance efficiency and effectiveness in motor vehicle administration operations.

- Develop and maintain business process documentation, including process maps, use cases, and workflows.

3. **Support Data Analysis and Reporting**

- Design and create data models, dashboards, and reports to support decision-making processes in motor vehicle administration.

- Analyze data trends and patterns to identify risks, opportunities, and areas for improvement and compliance.

- Ensure the accuracy, integrity, and security of data used for reporting and analysis.

- Translate complex data findings into actionable recommendations for business and technical teams.

- Automate reporting processes to improve efficiency and reduce manual workload.

4. **Conduct Requirements Gathering and Solution Design**

- Engage with teams to gather, document, and validate business and functional requirements for system enhancements and new initiatives.

- Develop business cases, cost-benefit analyses, and feasibility studies to support proposed solutions.

- Translate business requirements into technical specifications for system design and implementation.

- Collaborate with development teams to design and test solutions, ensuring they meet business needs and align with organizational goals.

- Facilitate workshops and meetings with internal teams to understand requirements, resolve issues, and ensure alignment on objectives.

5. **Drive Continuous Improvement**

- Identify and evaluate opportunities to improve processes, systems, and data governance practices in the administration and oversight of registry agents.

- Recommend and implement solutions to enhance operational efficiency and effectiveness.

- Develop and document standard operating procedures (SOPs) to ensure consistency and compliance across processes.

- Collaborate with teams to create and execute remediation plans for identified improvement areas.

- Evaluate policies or procedures after implementation to ensure the intended goals and outcomes are achieved and provide insight for continuous improvement.

6. **Registry Agent Policy Development and Evaluation**

- Research, develop, and analyze policies to address organizational goals and compliance requirements.

- Collaborate with internal and external stakeholders to gather input, align objectives, and ensure clarity in policy requirements.

- Draft, refine, and document policies, including guidelines.

- Ensure policies comply with legal, regulatory, and government mandates while identifying and mitigating risks.

- Support policy implementation through training, communication, and monitoring adherence.

- Evaluate policy performance using metrics, recommending improvements as needed.

- Stay updated on trends and regulatory changes to inform make proactive policy recommendations.

- Act as a subject matter expert, providing guidance on policy implications.

Problem Solving

Typical problems solved:

- The Senior Business Analyst and Planning Advisor would address a variety of typical problems, primarily revolving around process inefficiencies, data inconsistencies, and policy misalignment with organizational goals or requirements. These challenges often stem from outdated procedures, fragmented systems, or unclear communication between stakeholders, all of which impede the smooth functioning of operations.

- One significant problem area involves **streamlining business processes and workflows** to enhance efficiency and service delivery. For instance, the analyst may encounter redundant

or outdated processes in the administrative oversight for registry agent operations that increase turnaround times or lead to errors. By conducting thorough process mapping and analysis, the analyst would identify bottlenecks, propose automated solutions, and implement process improvements that reduce operational costs and improve user experiences.

- Another common issue is **data integrity and reporting challenges.** There is a need to ensure there is consistent and complete data in registry reporting systems or it can lead to suboptimal reporting and decision-making. The analyst would address these issues by implementing data governance practices, developing automated reporting tools, and ensuring the accuracy and security of data. This could involve creating dashboards that provide real-time insights into operational performance and compliance with key performance indicators (KPIs).

- **Policy misalignment and compliance gaps** can pose challenges. Policies governing registry agents may be outdated or fail to reflect current government and department mandates, leading to risks or inefficiencies in the delivery of registry services. The analyst would work to develop and refine policies, ensuring they align with mandates and organizational objectives. This would include collaborating with stakeholders to gather input, monitoring policy adherence, and evaluating the impact of implemented policies to recommend further improvements.

- Finally, **system enhancement problems** often arise when technological systems do not adequately support the organization's needs. The analyst would tackle these challenges by collaborating with technical teams to design and implement system upgrades, ensuring that both technical specifications and business requirements are met. They would also bridge the gap between technical teams and non-technical stakeholders, translating complex information into actionable insights and facilitating clear communication across departments.

Types of guidance available for problem solving:

The Senior Business Analyst and Planning Advisor will rely on the guidance and leadership of their Director and the Registries Accountability and Administration leadership team. This position will spend most of their time analyzing big data, creating reports and dashboards, maintaining the reporting environment and communicating with the Director, managers, and team members who will also provide support and assistance to the role.

Direct or indirect impacts of decisions:

The individual in this position must have the ability to work independently, applying good judgment and superior decision-making skills. Decisions made by this individual has the propensity to affect critical services offered and delivery to Albertans.

The position operates at the highest level of operational and tactical authority and thinking. Through the development of creative reports and trend analysis, the output of the reports created by this role will inform department policies and strategies. The position will act as a change agent and lead the branch in finding solutions to various registry agent issues. There is great latitude on the direction of the initiatives completed by this role.

The position will provide recommendations on issues, and provide senior management and various stakeholders with expert consultation and solutions.

If there are gaps in the overall Accountability Framework it can lead to inaccurate monitoring of registry agents and compromise administrative fairness principles and privacy breaches. Inaccurate or inconsistent performance monitoring of trends and issues can compromise administrative fairness

principles leading to unfair monitoring practices. If there is a gap in comprehensive monitoring and analysis it can have monetary implications to a registry agent or a community. As registry agent may be required to pay for enhanced training or monitoring or be terminated, which can have costly implications to a registry agent and leave a community without access to core registry services.

Key Relationships

Major stakeholders and purpose of interactions:

Internal

- · Director and leadership team - Registries Administration and Accountability (RAA)

- · Executive Director -Ad Hoc - Provides updates and recommendations and receives guidance as to MVRA branch directions and priorities.

- Senior Ministry and Government representatives, including the Assistant Deputy Minister's Office.

- Technology and Innovation To ensure coordination and integration of project affecting shared stakeholders, sharing of data to inform strategic development.

- · Other ministries, such as, Alberta Health, Transportation and Economic Corridors, Alberta Justice - ongoing - To ensure coordination and integration of initiatives affecting shared stakeholders, sharing of data to inform strategic development.

External

- · Other levels of government - contact as required to obtain data, share and learn about best practices, to coordinate implementation of initiatives, provide direction and gather information.

- · Province-wide stakeholder organizations including registry agents, associations - contact as required to obtain data and share information.

- · Association of Alberta Registry Agents (AARA), Alberta Motor Association (AMA)

- · Albertans and Registries Clients that interact with RAA programs and services - obtain feedback and data.

- · Registry Agent Network - Agent Owners, managers, supervisors and staff

- Various Vendors

Required Education, Experience and Technical Competencies

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

If other, specify:

Requires 4 years of progressively related responsibilities and experience.

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

- Business Analyst experience

- Policy and procedural building experience in relation to government mandates and initiatives.

- Influencing skills to promote innovation, build consensus, motivate others to accept and adopt innovative concepts and approaches, and lead teams.

- Influencing skills to promote innovation, build consensus, motivate others to accept and adopt innovative concepts and approaches, and lead teams.
- Interpersonal and negotiation skills and diplomacy to support the RAA needs in relation to competing priorities and long term efforts.
- Relationship management skills to develop and maintain collaborative working relationships within the Team, Branch, Division, across the Ministry, and with stakeholders.
- Critical, analytical, research, and problem solving skills, including ability to analyze complex issues and information, determine risks, identify options, and to develop recommendations in alignment with strategic and business plan goals.
- Organizational change and transition management skills within a complex organization and continually changing business environment.
- Re-engineering of business processes experience
- Financial planning, management, and reporting understanding.
- Governance controls development and management
- Continuous improvement understanding.
- Human centered design and agile project management understanding
- Strategic and operational outcome based planning understanding

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	○ ○ ◉ ○ ○	Takes a long-term view towards organization's objectives and how to achieve them: • 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	This role is fairly independent and it is key that the individual takes a holistic approach by understanding the impact of decisions and actions and how they impact other areas. This position understands complex environments and can anticipate how each component could be impacted when making changes.
Creative Problem Solving	○ ○ ◉ ○ ○	Engages the community and resources at hand to address issues: • Engages perspective to seek root causes • Finds ways to improve	It is key that the individual in this role is a problem solver by finding creative ways to solve issues in the reporting environment

		complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks	even when not all elements of a situation are clearly defined or within their control. As well, they will need to identify solutions to address system or environmental issues and make recommendations to senior leadership.
Drive for Results	○ ○ ◉ ○ ○	Takes and delegates responsibility for outcomes: • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS direction	Ability to set goals (individual and shared) and breakdown goals into achievable outcomes. Understands barriers to goals and can work to overcome roadblocks. Identifies knowledge gaps and pro-actively seeks learning opportunities to drive results. This includes identifying issues, understanding the impact and informing the appropriate stakeholders.
Build Collaborative Environments	○ ◉ ○ ○ ○	Facilitates open communication and leverages team skill: • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others	Ability to build a collaborative environment with various teams and stakeholders. Provides recognition and credits others for their work. Able to build consensus and create win-win situations.
Agility	○ ○ ◉ ○ ○	Identifies and manages required change and the associated risks: • 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	Able to adapt approach to a situation in an environment where variables frequently change. Able to make decisions and communicate with stakeholders at all levels. Understands barriers and can innovate to overcome challenges and changing situations.

		situations and creates a backup plan	

Benchmarks

List 1-2 potential comparable Government of Alberta: Benchmark

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

_____   _____   _____
Director / Executive Director Name   Date yyyy-mm-dd   Director / Executive Director Signature

_____   _____   _____
ADM Name   Date yyyy-mm-dd   ADM Signature

_____   _____   _____
DM Name   Date yyyy-mm-dd   DM Signature