

## New

Ministry

Public Safety and Emergency Services

### Describe: Basic Job Details

#### Position

Position ID

Position Name (30 characters)

Business Standards Analyst

Job Focus

Operations/Program

Supervisory Level

Agency (ministry) code

Cost Centre

#### Employee

Employee Name (or Vacant)

Vacant

#### Organizational Structure

Division, Branch/Unit

AEMA, Recovery/Business Operational Supports

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

### Design: Identify Job Duties and Value

#### Job Purpose and Organizational Context

Why the job exists:

The Alberta Emergency Management Agency (AEMA) is accountable and responsible to the Government of Alberta (GoA), to Albertans, to their communities, and to industry for the protection of people, their property and the environment from the effects of emergency events. The AEMA accomplishes its objectives by leading the co-ordination, collaboration and co-operation between all entities involved in prevention, preparedness, response, and recovery activities.

The Recovery Branch assists individuals, businesses, municipalities, Metis Settlements, and government departments' recovery from damaged caused by a disaster by coordinating resources within the GOA and providing expert advice and financial assistance for uninsurable damages that are repair or restorative in nature as per the regulations of a disaster financial assistance program and broader recovery guidance. Within AEMA, the Business Operational Supports unit provides internal supports to the branch in their work, providing coordination and technical supports in the forms of IT solutions and maintenance, the development of business standards, best practices, business planning and reporting, as well as the development, coordination and delivery of training.

Reporting to the Manager Business Operational Supports (BOS), the Business Analyst position contributes to the development and maintenance of business processes for multiple assigned Recovery Branch Projects and ad hoc requests. Projects span process solutions, stakeholder engagement processes,

information management and policy etc. This position will also support a coordinated approach to assessing the viability of process improvements that enhance the delivery model for disaster financial assistance programs.

The Business Analyst coordinates and completes the gathering and system level analysis of ongoing lessons learned and new or changing process/business requirements for Recovery administration. This position proactively assesses and analyzes processes and procedures to contribute to the development and implementation of solutions that will enhance Recovery's processes, while building and maintaining effective working relationships with internal and external stakeholders. The analysis provided by the Business Analyst contributes to the development of recommendations for new Recovery policies and processes.

## Responsibilities

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

Provide business analysis services to Recovery Branch staff at an levels to identify and help address a wide variety of needs related to

- Recovery Projects and day-to-day business processes.
- Assist in identifying ongoing improvements for business processes.
- Coordinate the gathering of process requirements for new or changing processes.
- Facilitate workshops and ongoing information gathering sessions and blending technical expertise with an informed awareness of internal processes and GoA requirements.
- Analyze and document current and potential business functions including workflows, processes, and procedures. Proactively identify, assess and analyze alternatives and solutions to meet Recovery's business needs.
- Assist in the identification of opportunities to effectively apply existing and new technology to better address the functional and business requirements for process efficiency.
- Assist in the development of Project Initiation Proposals, Business Cases and Requests for Proposal.
- Assist with incident and problem management, including root cause analysis.

Provide support to internal and external projects in accordance with project management principles, standards, and best practices

- Design, implement and coordinate business analysis projects as directed.
- Assist in defining, planning and documenting the scope and scale of the project or initiative if required. Contribute to the planning process to devise an approach to achieve the project objectives.
- If required in the development and refinement of business processes, monitor, review, and evaluate the individual
- project progress, scope, quality, and timelines and provide status reports in collaboration with the Project Manager.
- Assist with the Quality Assurance reviews and audits.
- Review relevant project deliverables, as assigned, to ensure they are complete, accurate, of high

quality, and meet business requirements.

This position may be required to work in the Provincial Emergency Coordination Centre or the Provincial Recovery Coordination Centre during emergencies in order to coordinate provincial emergency response and recovery efforts. In these circumstances, the position may require working extended and irregular hours and/or shifts with minimal or no notice, particularly during emergencies and exercises.

## Problem Solving

Typical problems solved:

This position provides business analysis services to multiple assigned projects that focus on transforming disaster recovery programs; the work of this position directly impacts the identification, development and implementation of suitable solutions and provides evidence to back business transformation decisions. Projects range from IT focused to policy to various business processes such as stakeholder engagement, requiring the incumbent to be flexible and adapt business analysis methods to different situations. The incumbent might also lead specific parts of projects. Judgment is applied to determine how best to apply analytical methods and to determine how best to present results. The incumbent must be able to consider specific projects in the broader context of Recovery transformation and to integrate multiple pieces of information from multiple sources.

Particularly complex situations where precedents might not exist are discussed with the Manager and project and branch management for guidance in resolution

Types of guidance available for problem solving:

Reporting to the Manager, this position works both independently and as part of a broader project team with general guidance and is responsible for leading an assigned portfolio of projects and activities. The incumbent is expected to manage and participate in multiple projects simultaneously

The Manager and Director provide strategic direction and support in navigating cross-ministry collaboration, stakeholder engagement, and alignment with ministry and agency goals. The position also collaborates with internal program areas and external partners to ensure consistency with GoA standards and to incorporate subject matter expertise into planning and evaluation efforts

Direct or indirect impacts of decisions:

Strategic decision recommendations and reports that could impact decisions regarding program policy and delivery

Changes to the Branch's operational capabilities and approach, both internally and potentially externally

Changes to process and way of work for Branch Staff and consequent impacts to expectations and touchpoints from Stakeholders

Successful completion of priority projects

## Key Relationships

Major stakeholders and purpose of interactions:

Manager - *Regularly* - Consults on operational alignment, project oversight, and risk management.

Project Lead/Manager - *Regularly as applicable* - Regular updates on project status, timelines,

requirements. Provides regular task direction on active assigned projects.

Team Members (Analysts) - *Daily* - Leads and supports analysts in delivering strategic plans, quality frameworks, and performance measures.

Project Teams - *Regularly* - Collaborates on project planning, risk identification, and development of deliverables.

Other AEMA Units and PSES Strategy, Support, and Integrated Initiatives - *As Required* - collaborate on specific cases; share information; provide expertise related to operational processes, lead or participate in projects and meetings to provide expertise on planning or operational performance management issues; coordinate Branch input into Agency and Ministry business reports;

Other GoA Ministries - *As Required* - Participates in cross-ministry planning, reporting, and foresight initiatives.

Stakeholders and Partners - *As Required* - Engages for input on strategic direction, quality standards, and collaborative planning.

Consultants or Facilitators - *As Required* - Supports strategic foresight, planning workshops, or quality improvement projects.

#### Required Education, Experience and Technical Competencies

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

If other, specify:

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

##### Education and Experience

Post-secondary degree and a minimum of two years progressively responsible work experience in a related field. A related field includes management consulting, corporate planning, Project Management, business analysis, quality improvement. Equivalencies for experience in place of education will be considered eligible.

##### Knowledge and Technical Competencies:

- Knowledge and experience in business process capture, re-engineering, modeling, documenting, and analysis.
- Knowledge of data or process modeling techniques and tools.
- Awareness of the principles and approaches regarding organizational change management along with experience in related projects.
- Strong oral and written communication skills - report writing, listening, conflict management, meeting skills, negotiating, networking, relationship building, and teamwork.
- Issues management and problem solving skills.
- Proficient consulting and advisory skills.
- Effective presentation skills - team meetings, or presentations to internal and external stakeholders.
- Ability to work independently and without supervision when required.
- Interpersonal skills to work with diverse groups and individuals who rely on position's skill

- Effective decision making skills, including analyzing, fact finding, judgement, problem solving, risk assessment and innovative thinking.
- Personal initiative skills, including contributing to a positive work environment, organizational awareness, personal and professional development, being proactive, and striving for excellence.
- Proficiency in the use of technology for communication, database management, database queries, analysis, and reporting purposes.
- Ability to work efficiently in a multi-priority, sensitive-issue , team environment.
- Organization and multi-tasking skills to work on multiple projects at one time.
- Ability to create buy-in and build relationships with stakeholders.
- Proficient in Microsoft Office, including Power BI and Visio.

### 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"/>	Takes a long-term view towards organization’s objectives and how to achieve them: <ul style="list-style-type: none"> <li>• Takes holistic long-term view of challenges and opportunities</li> <li>• Anticipates outcomes and potential impacts, seeks stakeholder perspectives</li> <li>• Works towards actions and plans aligned with APS values</li> <li>• Works with others to identify areas for collaboration</li> </ul>	Prepares for and facilitates requirement gathering sessions, analyzing and incorporating data and trends both historic and forward facing, developing reports and recommendations to inform decisions regarding direction of strategic development and policy.
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: <ul style="list-style-type: none"> <li>• Forecasts and proactively addresses project challenges</li> <li>• Removes barriers to collaboration and achievement of outcomes</li> <li>• Upholds principles and confronts problems directly</li> <li>• Considers complex factors and aligns solutions with broader organization mission</li> </ul>	Acts as an enabling agent to the Branch, providing or developing key information, resources, or supports to address current or foreseen challenges. Takes a lead role in project delivery for cross-functional development items ensuring final deliverables meet the broader strategic objectives

Develop Self and Others	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Plans according to career goals and regular development: <ul style="list-style-type: none"> <li>• Aligns personal goals with career goals</li> <li>• Leverages strengths; attempts stretch goals</li> <li>• Provides feedback and openly discusses team performance</li> <li>• Values team diversity, and supports personal development</li> </ul>	Leads the development and formal implementation of best practices regarding planning, process development, and reporting across the Branch and seeks to build the capacity of teams and individuals in those areas.
Creative Problem Solving	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Engages the community and resources at hand to address issues: <ul style="list-style-type: none"> <li>• Engages perspective to seek root causes</li> <li>• Finds ways to improve complex systems</li> <li>• Employs resources from other areas to solve problems</li> <li>• Engages others and encourages debate and idea generation to solve problems while addressing risks</li> </ul>	Leads and facilitates workshops to address multi-factored and/or cross-functional problems with no one clear solution. Employs various frameworks and models to provide recommendations, alternatives and new perspectives to complex issues.
Agility	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Identifies and manages required change and the associated risks: <ul style="list-style-type: none"> <li>• Identifies alternative approaches and supports others to do the same</li> <li>• Proactively explains impact of changes</li> <li>• Anticipates and mitigates emotions of others</li> <li>• Anticipates obstacles and stays focused on goals</li> <li>• Makes decisions and takes action in uncertain situations and creates a backup plan</li> </ul>	Identifies process challenges and potential improvements, indicating potential impacts of change. When leading projects is able to pivot in changes to direction, timelines, or resources, incorporating contingencies and risk management in their project planning.
Build Collaborative Environments	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Collaborates across functional areas and proactively addresses conflict: <ul style="list-style-type: none"> <li>• Encourages broad thinking on projects, and works to eliminate barriers to progress</li> </ul>	Works with SME's and project members across functional areas and outside of the Branch to deliver outstanding and timely results in a positive and collaborative manner. Maintains

		<ul style="list-style-type: none"> <li>• Facilitates communication and collaboration</li> <li>• Anticipates and reduces conflict at the outset</li> <li>• Credits others and gets talent recognized</li> <li>• Promotes collaboration and commitment</li> </ul>	relationships with their working network with a long term focus of supportive collaboration and mutual success.
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## Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

## Assign

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.

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