

**New**

Ministry

**Describe: Basic Job Details****Position**

Position ID

Position Name (200 character maximum)

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:

*The Director, Strategic Operations (DSO) reports to the Assistant Deputy Minister (ADM) and is the main point of contact for the ADM's Office (ADMO). The DSO acts as the liaison and key resource for strategic support, advice and assistance to ministry staff, the Deputy Minister's Office (DMO) and the Deputy Minister's Executive Director of Executive Operations, Executive Team and other ministry ADMOs.*

*As a trusted advisor to the ADM, the position contributes to the overall planning and strategic direction for the ADM's portfolio by providing the interface between ADMO and DMO. Success in the position is dependent on providing effective leadership to align ministry initiatives with government priorities. The DSO plays an active role in networking and facilitating key internal and external stakeholder relationships that can have broad scope, however the accountability for the outcomes that arise from those relationships, partnerships and programs reside primarily with the DM, COO, and ADMs.*

*The position provides leadership to the ADMO and leads a team of management, professional, executive support*

and administrative staff. The position also contributes to government-wide coordination.

*The number of multiple related but distinct programs, the sustained intensity of high profile/sensitive issues, and the extent of interaction with a wide range of diverse stakeholder groups (external service providers, public agencies, boards and commissions (ABCs), industry players) with competing needs/interests characterize Strategic Operations positions with significant complexity and impact on outcomes. These positions have accountability for ministry-wide policy synchronization.*

## Responsibilities

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

**Overarching Outcome:** Effective leadership to ensure that initiatives are aligned with overall GoA and ministry mandate. Position also coordinates ADM portfolio operations and accountabilities through the development, implementation, and continual enhancement of effective strategies, processes and working relationships.

The DSO provides strategic support, advice and assistance to the ADM within the scope of their responsibility. A key accountability is to ensure the ADM is fully apprised of issues, initiatives, and stakeholder concerns through necessary briefings, backgrounders, critical assessments and recommendations.

The DSO enables alignment of the ADM's priorities with overall mandate, integrates and supports ministry initiatives with other government departments, external agencies, and reporting entities. This involves identifying and resolving complex issues and problems on behalf of the ADM and requires collaboration with diverse stakeholders. At this level, the DSO identifies and analyzes potential opportunities and impacts against risks and challenges to ensure mitigation plans are in place for strategic planning., The DSO provides advice and counsel to leaders within the ADM's portfolio and other senior department staff. The DSO is a key link between the ADMO the DMO and other parts of the ministry and works closely with the Executive Director of Executive Operations in the DMO.

The DSO manages the ADM's office. The DSO, ensures strong working relationships are developed with stakeholders to support collaborative issue resolution that aligns with the ministry's and the Government of Alberta's strategic direction and priorities.

## ACCOUNTABILITIES

### 1. Coordinate the development and implementation of Ministry mandate, initiatives, and projects and the continual enhancement of Ministry operations:

- Provide advice, consultation and coordination on ADM related priorities by applying a holistic picture of strategic and program policy and business operations. This accountability ensures relevant policy initiatives and legislative plans are integrated and coordinated to ministry priorities.
- At this level the DSO supports ADM strategic direction and members of the ADM's portfolio challenging systemic, cultural and/or politically complex issues with province-wide economic or social impact. Issues are distinguished by leadership knowledge required in political mandates, relationships with strategic ministry partners, ministry-wide business process changes and organizational renewal, or implementation of Premier's mandates.
- Coordinate policies, programs, projects and initiatives within the ADM's portfolio by applying insights on ministry capacity and operations to project plans, new strategies and implementation.
- Work collaboratively with the offices of the Deputy Minister, Chief Operating Officer (COO), ADMs and Executive Directors to manage issues and projects to achieve ministry's business plan goals and objectives.
- Work with Communications Branch to ensure all messages and communications on relevant initiatives are consistent and aligned with broader government priorities.
- Coordinate initiatives assigned to the ADM , including serving as the primary resource to the DMO and office of the COO for status updates, information exchange, and approaches to plan, manage, communicate and

evaluate initiatives and projects.

- Track and report on divisional priorities and relationships to the broader government agenda.

## **2. Support the ADM in achieving the mandate, goals and operations of the Ministry**

- Provide support and recommendations for issues, opportunities, and challenges associated with business and operational planning, and policy and program development.
- Provide strategic analysis and advice, keeping the ADM current on the status of existing and potential issues and trends. This is accomplished through a review of incoming information from internal and external sources, environmental scanning, analysis, awareness of political sensitivities, and discussions with key stakeholders.
- Develops strategic options, comprehensive policy advice, papers, recommendations and perspectives relating to issues and opportunities that are provided to the ADM.
- Compile comprehensive briefing materials for meetings with the DM, COO, other officials, stakeholders, and the public.
- Advise on business process enhancement initiatives and improvement opportunities by noting changing business needs, best practices, and industry trends.
- Support the ADM by taking on specific assignments, attending meetings, and responding directly to inquiries from the DMO, COO, ministry staff, and key stakeholders.
- Action ADM's decisions for continuity of business initiatives and clarifying direction.
- Initiate critical conversations to keep momentum on priority issues, and ensures follow up with the COO, and DMO.
- Brief the DMO and the COO on relevant issues.
- Provide secretariat support to cross-ministry committees, government wide and external committees, representing ADM and/or Ministry.
- Assist in communicating the ministry's vision and mission and influencing organizational culture.

## **3. Establish and oversee strategies and processes that enable effective issues management:**

- Lead the development and implementation of issues management strategies to efficiently coordinate ADM portfolio issues.
- Lead the development and implementation of issues management processes that facilitate communications and information flow between the DMO, branches within the ADM portfolio and with stakeholders.
- Provide advice, recommendations, and alternative solutions and strategies to the ADM and DMO, on current and emerging issues.
- Identify and manage urgent or politically sensitive matters for the ADM and DMO, ensuring the appropriate research, background information, and recommendations are available to support resolution.
- Coordinate and manage background research materials for the ADM and DMO, providing briefings as required to ensure the ADM and DMO are fully prepared and briefed for meetings and events.

## **4. Oversee the effective operation of the Assistant Deputy Minister's Office**

- Review action request responses to ensure content quality, accuracy, completeness, political sensitivity and reflection of department policy or position.
- Lead and manage the operations of the ADMO, including staffing needs and performance management processes.
- Manage and control the ADMO budget to ensure accountability.
- Build linkages between members of the ADM's portfolio, the DMO, and other ADMOs and sustain systemic

conversations, increasing intra-ministry integration.

**Problem Solving**

Typical problems solved:

Types of guidance available for problem solving:

Direct or indirect impacts of decisions:

**Key Relationships**

Major stakeholders and purpose of interactions:

**Required Education, Experience and Technical Competencies**

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

If other, specify:

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

- JOB REQUIREMENTS**
- University degree in a related field supplemented by a minimum of eight years of progressively responsible experience in issues management in a public sector organization.
  - Experience with political/public service environment and knowledge of GoA policy development cycle, decision-making process, and legislative procedures, as well as legislative agendas, priorities of other governments and their likely impact on Alberta priorities.
  - Experience with identifying key issues, including legal implications, risks, and risk mitigation strategies.
  - Experience giving advice, including deep understanding of the importance of defining the problem, developing solutions and analysing the solutions so that robust decision-making can occur.
  - Experience working in a multifaceted, fast-paced environment, using well developed verbal and written communication skills in the transfer of information to inform and influence executives and senior officials.
  - Strong change management, project management, and organizational skills, including managing a number of complex issues simultaneously and still delivering on results.
  - Knowledge of Access to Information legislation, policies, and procedures.
  - Knowledge of GoA decision making processes, standards, systems, and protocols.
  - Strong knowledge of GoA strategic and operational business planning goals and processes, including reporting and evaluation.
  - Political acumen and understanding of Alberta's political system, GoA mandates and related policies, and government structure.
  - Understanding of the business of the ministry including knowledge of various stakeholder groups and familiarity with issues, trends and directions.
  - Mediation or conflict resolution training an asset.

## 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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p><b>Observes and understands larger impact of role:</b></p> <ul style="list-style-type: none"> <li>• Sees impact of work on organization; anticipates change in own area based on activities in other areas</li> <li>• Considers how own work impacts others and vice versa</li> <li>• Ask questions to understand broader goals</li> <li>• Aware of how organization adds value for clients and stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>• The DSO is able to see both the big picture and details, understanding the whole system and recognize linkages between the two. Must be able to ask questions and bring others to a discovery of the system and how their pieces interact with the whole. Must be able to evaluate broad reaching impacts and use this knowledge to inform progress.</li> </ul>
Drive for Results	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<p><b>Works to remove barriers to outcomes, sticking to principles:</b></p> <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>	<p>The DSO provides strategic advice to the ADM, DMO, ministry staff and external stakeholders. Position forecasts potential challenges with implementation and negotiates major issues in advance. Must hold true to principles and confront problems directly, taking steps to rectify problem situations. The DSO uses knowledge of the overall organization to improve performance and initiates actions to optimize resources for the achievement of improved results.</p>

Develop Networks	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Maintains collegial internal relationships and understands external network:</p> <ul style="list-style-type: none"> <li>• Seeks to understand perspectives and needs of others</li> <li>• Follows through, has integrity and respect for others</li> <li>• Helps and follows through</li> <li>• Keeps key stakeholders informed; is professional and respectful</li> </ul>	<ul style="list-style-type: none"> <li>• It is critical that the DSO quickly establish credibility and initiates relationships with a broad range of people in unfamiliar environments, nurturing these relationships to build trust. The DSO must invest effort in ensuring colleagues, client and stakeholder needs are heard and that there is a shared understanding of context and space for information sharing.</li> </ul>
Creative Problem Solving	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	<p>Creates the environment for innovative problem solving:</p> <ul style="list-style-type: none"> <li>• Generates new ways of thinking; ensures right questions are being asked about a problem</li> <li>• Eliminates barriers to creativity and innovation</li> <li>• Encourages a culture of innovation</li> </ul>	<ul style="list-style-type: none"> <li>• The DSO must be able to combine different approaches and perspectives across the ministry and from other ministries, creating a safe space for people to think creatively. The DSO must be able identify barriers to creativity and propose viable solutions.</li> </ul>
Agility	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Identifies and manages required change and the associated risks:</p> <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>	<ul style="list-style-type: none"> <li>• The DSO must be able to adapt quickly to the changing landscape and priorities, foster agility in others, create processes and opportunities that encourage proactive and flexible practices across the ministry, inter-ministry and with external stakeholder. The DSO must be able to anticipate, evaluate and proactively address organizational barriers to agility.</li> </ul>

Build Collaborative Environments	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	<p>Creates an open environment of communication:</p> <ul style="list-style-type: none"> <li>• Promotes sharing of expertise</li> <li>• Initiates strategic communication systems</li> <li>• Anticipates and addresses potential conflict areas</li> <li>• Inspires with a bold, complete and shared vision</li> <li>• Leads cross-functional collaboration</li> </ul>	<ul style="list-style-type: none"> <li>• Builds consultative and collaborative working relationships and partnerships in the ministry, across government and with stakeholder organizations to develop and advance coordinated policy options. The DSO must promote sharing of expertise among wide-ranging teams to achieve ministry outcomes. Must bring the right people together, create conflict-resolving environment to high-level goals to motivate and guide other to achieve results.</li> </ul>
Develop Self and Others	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Develops own career and reduces barriers for others:</p> <ul style="list-style-type: none"> <li>• Creates development plan with supervisor and seeks feedback</li> <li>• Reflects on performance to identify areas of improvement</li> <li>• Offers knowledge and insight to others</li> <li>• Supports career development of direct reports</li> </ul>	<ul style="list-style-type: none"> <li>• The DSO must stay ahead of the curve and apply emerging approaches and or technologies. Must have an ability to create, support, and sustain a work environment that enables staff to achieve results and build skill capacities for the future.</li> </ul>

**Benchmarks**

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

M42Z2-56 - Director, Executive Operations  
M42Z1-55 - Director, Executive Operations