

New

Ministry

Education

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Stakeholder Relations Analyst

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 French Language Services Branch provides support to the Minister, the ministry, four Francophone regional authorities (which oversee 46 schools) through translation services, stakeholder relations and field services. The branch promotes continuous improvement and system effectiveness with regional authorities, monitors for compliance on accountability/assurance requirements, and facilitates efforts in areas for improvement. The branch provides support with issues management and problem solving at the regional authority level. Collectively, these teams provide a strategic focus and cohesive approach to implementation of education-related legislation, regulations, policies, programs, and initiatives, while understanding local context and priorities within and across francophone regional authorities. The branch strives to ensure that francophone education is equitable and supports the rights and access to a francophone education for French first language students, French immersion students, and French second language students.

Reporting to the French Language Services Manager, the Stakeholder Relations Analyst informs operational and strategic decisions of the branch, sector and department and contributes to identifying and resolving issues and queries in collaboration with francophone regional authorities. The Analyst conducts environmental scans and collects and analyzes data from a variety of internal and external information sources to identify trends, capacity issues, gaps, and potential services to inform increased system effectiveness. The Analyst leads and supports various projects for operations and initiatives led by the branch, such as monitoring and analyzing the progress of regional authorities in implementing provincial

programs, priorities, and initiatives.

Responsibilities

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

Oversight and monitoring of provincial francophone regional authorities to ensure their effective management and operations so that students succeed in learning.

- Coordinate annual planning, including follow-ups and tracking, to facilitate the review and approval of 3-Year Education Plans and Annual Education Results Reports across all francophone regional authorities.
- Review annual 3-Year Education Plans and Annual Education Results Reports, and recommend whether they should be approved.
- Identify and communicate to authorities any issues that could prevent approvals and guide resolution as needed.
- Provide consolidated background information and research to support the resolution of escalated issues related to monitoring and approving plans.
- Collaborate with other analysts across the department to support regional authority compliance with requirements related to First Nations, Métis and Inuit student success.

Issues and queries are identified and addressed to sustain alignment between ministry and francophone regional authority policies and practices.

- Research and develop responses to queries raised by francophone regional authorities and related stakeholders.
- Provide evidence-based input into Action Request responses, briefing notes, summaries, reports, business cases, correspondence, presentations, and other communications materials.
- Track and monitor issues management topics to ensure timely attention and resolution, and to address common issues across authorities to mitigate their impact and potential escalation.
- Collaborate with other department areas to support communication with provincial education authorities and stakeholder organizations on topics such as the roll out of system-wide initiatives.
- Provide information to francophone regional authorities to aid their understanding and implementation of provincial requirements.

Data collected from ministry, field and public sources is collected, analyzed and presented to support branch operations and inform sector, division and department strategic planning and decision-making.

- Develop, administer, and maintain Stakeholder Relations systems to track, collect and integrate data from various ministry, GoA and public databases and information sources to enhance collaboration internally and with regional authorities (e.g., external engagements).
- Collaborate with branch, department, and sector management, professional and administrative staff to establish format, content and creation of francophone regional authority profiles.
- Integrate and synthesize data collected in relation to capacity of regional authorities to implement provincial programs, priorities and initiatives, and ministry and regional authority's progress toward achieving associated outcomes (e.g., plans, metrics, assessment strategies).
- Provide analyses, summaries and reports to branch and sector staff to inform planning and decision-making.
- Identify gaps in data and collaborates with branch, sector, division and department colleagues to address gaps.

Research and analyses are completed to identify options and good practice and inform decisions regarding learning and leadership of provincial regional authorities to implement provincial programs, priorities and

initiatives.

- Complete environmental scans to identify good practices, issues, and potential future directions for implementing provincial programs, priorities, and initiatives and other enhancements to the learning and leadership environments of regional authorities.
- Summarize and analyze system intelligence and associated information to develop background materials, briefings, and recommendations for consideration by senior decision-makers.
- Assess the accuracy and reliability of data, apply information management and data analysis tools effectively, and populate and manipulate databases.
- Identify and monitor emerging trends, issues and opportunities with potential to impact the sector and branch and develop appropriate responses and recommendations.
- Participate in project teams and pilots focused on reviewing and evaluating regional authority requirements in support of implementation of provincial programs, priorities, and initiatives.
- Manage assigned projects, including planning and defining scope; activity planning and sequencing; resource planning; developing schedules; estimating time; estimating costs and developing budgets; project tracking and documentation; risk identification, analysis and mitigation; and monitoring and reporting on progress.

The branch and sector management teams are supported in achieving department mandates and goals.

- Provide evidence-based input into Action Request responses, briefing notes, summaries, reports, business cases, correspondence, presentations, and other communications materials.
- Develop and maintain collaborative working relationships with colleagues, partners and stakeholders.
- Participate in sector, division, ministry, cross-ministry, and stakeholder committees and working groups to represent branch perspectives and contribute relevant expertise, input and recommendations.
- Identify opportunities to improve Stakeholder Relations processes to enhance overall consistency and provision of high-quality services to all provincial regional authorities.

Problem Solving

Typical problems solved:

- Deliverables developed (e.g., facilitating responses to queries and issues management, documents and analysis) must be robust and tailored to meet the expected outcomes or audiences. There could be missing or incomplete data and competing stakeholder interests. This draws on creativity to consider outcomes and impacts to one or all Francophone regional authorities, when identifying the best path forward.
- Determining the best approach and method to use for research and how best to consolidate and present results for different audiences.

Types of guidance available for problem solving:

The Stakeholder Relations Analyst receives direction and guidance from the French Language Services Manager. This position displays considerable initiative, creativity, and judgement when identifying, developing and enhancing mechanisms to collect and integrate data, and analyze capacity and other data from Francophone regional authorities. This incumbent must understand complex relationships and integrate occasionally conflicting perspectives and priorities of internal and external stakeholders. The Stakeholder Relations Analyst is expected to develop and maintain effective working relationships with ministry staff and stakeholders to support evidence-based decision making and risk mitigation. Decisions outside established policies and guidelines or without clear precedent are discussed with the French Language Services Manager, with the Analyst providing options for the path forward.

Direct or indirect impacts of decisions:

Externally, the work of this position impacts:

- data collection, analysis and reporting services that contribute to successful oversight and monitoring of francophone regional authorities to implement provincial programs, priorities, and initiatives. This information is crucial to the Minister and the ministry in meeting goals.
- strategic planning and provision of stakeholder-focused services within the branch and sector by collecting, analyzing, and reporting on data to determine issues and trends, identify options and implication, and inform decisions regarding provincial programs, priorities and initiatives.

Internally, the work of this position impacts:

- a coordinated approach to stakeholder relations supports delivered to all provincial regional authorities through liaison and collaboration within the branch and with other teams across the department.
- integrated and fulsome responses to queries and issues management
- internal branch processes with a focus to support francophone regional authorities and related French education stakeholders to sustain a vibrant francophonie across Alberta.
- achievement of Alberta's commitment to language rights and provision of substantive equivalencies to support French-language education, including francophone.

Key Relationships

Major stakeholders and purpose of interactions:

Internal

- Manager and Director - Provide advice on or respond to issues; provide updates; raise awareness to strategic opportunities and threats of significance to engage management attention; support the Manager's work on broader branch initiatives that connect to the unit.
- Branch staff - knowledge exchange and collaboration to provide complete and high-quality supports and liaison with Francophone regional authorities.
- Professional staff and managers in other divisions or in other ministries - exchange information and share expertise on issues related to francophone education and culture; collaborate on research and data sharing; provide information about Francophone perspectives and issues.

External

- Staff in francophone regional authorities - provide information and guidance on completion and approvals for plans; maintain contacts and sound working relationships.
- French education stakeholders - maintain contacts and sound working relationships; identify and research queries and issues raised to provide an integrated and fulsome response.

Required Education, Experience and Technical Competencies

Education Level

Bachelor's Degree (4 year)

Focus/Major

Education

2nd Major/Minor if applicable

Arts

Designation

If other, specify:

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

- Undergraduate degree (e.g., Education, Arts) and at least three years' experience
- Oral and written proficiency in French and English is required
- Awareness of French-language education issues and topics in Alberta and Canada

- Analytical and critical thinking skills, including ability to identify data requirements, synthesize and analyze information obtained from varied sources, and develop solutions and recommendations for consideration by decision-makers
- Evaluation and systems thinking skills, including ability to recognize broader implications of data and information
- Interpersonal, consultation and relationship management skills and the ability to work in cross-functional teams
- Problem-solving and decision-making skills
- Well-developed written and verbal communication and presentation skills in English and in French, including ability to develop reports for senior decision-makers, articulate complex issues with broad implications, and tailor messages to diverse audiences
- Time management and organizational skills, including ability to prioritize workload, coordinate activities with concurrent and tight timelines, respond to demands of a dynamic environment, and adapt to shifting and multiple priorities
- Project management and coordination skills
- Knowledge of sector and branch mandates, strategic priorities, programs and services, including priorities and issues associated with the capacity of regional authorities to implement provincial programs, priorities and initiatives
- Knowledge the provincial education system, including the administrative and reporting structures of regional authorities and schools
- Knowledge of and ability to apply applicable legislation, frameworks and policies (e.g., Education Act, Alberta Education Business Plan, Freedom of Information and Protection of Privacy Act)
- Ability to utilize diverse research methods and data management, business productivity software, and ministry information systems

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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Considers inter-relationships and emerging trends to attain goals: <ul style="list-style-type: none"> • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences 	Considers inter-relationships among initiatives and how issues in one regional authority could impact all authorities; integrates emerging trends into the development of options and recommendations; considers implications of different options prior to making recommendations.

Creative Problem Solving	○ ● ○ ○ ○	<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>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
Agility	○ ● ○ ○ ○	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines 	<p>Sees the need and readily steps in to help others on the team; proactively seeks advice and support, if needed, when priorities changes; is nimble and open to adapt to changes.</p>
Develop Networks	○ ● ○ ○ ○	<p>Works on maintaining close relations with all stakeholders:</p> <ul style="list-style-type: none"> • Identifies key stakeholder relationships • Has contact with range of interested parties • Actively incorporates needs of a broader group • Influences others through communication techniques 	<p>Builds relationships by following through on commitments, demonstrating integrity and respect for others; Informs key stakeholders of relevant information in a timely manner; seeks and applies the perspectives and needs of colleagues, and stakeholders.</p>