

## Reclassification

Ministry

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

Position ID

Position Name (30 characters)

Current Class

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**
**Changes Since Last Reviewed**

Date yyyy-mm-dd

Responsibilities Added:

The position provides strategic leadership of accommodations and alignment of corporate services throughout the ministry. This position is responsible for supporting the development of both the Ministries short and long term Accommodation Plans (which includes Accommodation and Facilities improvements). The position involves a significant amount of communications, staff engagement and negotiations with staff across the ministry, across government and with service providers towards the goal of creating a common understanding of corporate service catalogue and finding mutually beneficial solutions.

The position will work on multiple and complex issues in an environment where priorities can shift and the work will support high level decision-making with a very high impact on the ministry and ministries that are co-located with Municipal Affairs staff. The position must be able to interpret and apply Treasury Board directives, Infrastructure policies and procedures and other government directives as appropriate and ensure alignment of those directives to the goals and mandates of Municipal Affairs. The position must also have a strong understanding of the goals and mandates of the other Ministries they are working with to manage negotiations where there are conflicting priorities and needs.

The position is responsible for gaining executive approvals, including briefing the Deputy Minister. Project management responsibilities include facilitating meetings, building consensus, defining roles and responsibilities, ongoing communications and training/awareness raising of staff, budgeting, providing cost benefit analysis and mitigating for risk.

This will include the creation and management of an internal communications strategy to raise Municipal Affairs staff awareness about Corporate Services, engaging with staff across the ministry that work in a corporate support role to create alignment within departments, ensure roles and responsibilities are defined and centrally located to create a common understanding about how Corporate Services, Divisional Services and Branch Services work together to support Municipal Affairs staff achieve their mandates.

The **Corporate Services & Accommodations Advisor** supports the annual Risk Management Insurance process, routine communications to staff to educate and create alignment about corporate service delivery, and supports the Senior Emergency Planning Officer when staff are impacted due to a hazard or threat.

Responsibilities Removed:

N/A

## Job Purpose and Organizational Context

Why the job exists:

Reporting to the Director, Corporate Planning and Support, the Corporate Services & Accommodations Advisor is responsible for coordinating, planning, and overseeing the accommodation needs of Municipal Affairs and its associated agencies, ensuring that appropriate physical work space is planned for and provided to all department staff in locations throughout the province. This important role ensures program areas can achieve their business plan objectives and provide excellent service to the public. This work is done in accordance with applicable regulations, guidelines and policies.

This work involves considerable consultation with external client contacts and internal stakeholders to ensure that appropriate physical work space is planned for and provided to support client program delivery in accordance with client and corporate business plan objectives.

The position manages and coordinates a variety of accommodation projects, including relocations, facility renovations, and workspace modifications. The incumbent will consult with clients on their accommodation needs, developing innovative solutions through research and analysis, to ensure work space is functional, secure and appropriate for the business needs of the client. The Corporate Services & Accommodations Advisor must identify project gaps and opportunities, often within limited budgets, while achieving efficient use of government owned or leased space. The incumbent works closely with Infrastructure to facilitate the department's accommodation needs, working on department initiated projects and acting as the primary department contact on Infrastructure led projects.

The Corporate Services & Accommodations Advisor is required to have a thorough understanding and capacity to use Microsoft Outlook, Word, Excel, ARTS, PowerPoint, and SharePoint, in addition to experience and training using Auto Cad. The Corporate Services & Accommodations Advisor will be expected to travel throughout the province to view new and existing program space. The position will also complete parking allocations, security card administration, and building maintenance requests in the absence of the Facility Coordinator.

## Responsibilities

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

**1. Manage all short term and long term accommodation planning, strategizing, stakeholder engagement, communications, executive approvals, budgeting and delivery of accommodations services; considering relevant polices, standards and guidelines.**

1A) In consultation with program areas and ministry representative, define project scope, assess requirements and develop the project plan.

**Activities:**

- Provide information, design solutions and recommendations regarding program area needs.
- Provide background, analyze each solution/recommendation and rational/justifications supporting the desired solutions
- Initiate, coordinate and lead regular interactions (meetings, site visits) with external and internal stakeholders to discussion accommodations requests and resolve issues

Review and provide feedback on existing and proposed programs/areas, ministry business plans, policies, processes, standards and procedures impacting accommodations

- Track and monitor project milestones, and ensure required elements are delivered as promised. Where the department is paying for the project, monitor expenditures to ensure costs are controlled and any increases are communicated and discussed with the authorized expenditure officer.
- Identify space and furniture requirements, design elements and select finishes in collaboration with Executive Team members, internal planning team members (if applicable), and Alberta Infrastructure.
- Conduct inspections in various buildings throughout the province to ensure program delivery space is well utilized and functional, as well as develop/initiate solutions to address problems encountered onsite.
- Identify the need for and initiate development of new and/or revised policy, standards and processes
- Review and approve proposed/final floor plans, ensuring adherence to the approved project plan.

**1B) Consults with external clients and internal stakeholders to collect and disseminate information related to accommodations issues/needs in support of client and corporate business plan goals and objectives in order to ensure government programs are accommodated effectively.**

**Activities:**

- Initiate the implementation of accommodation projects by providing detailed verbal and written instructions to various stakeholders that facilitate the involvement of necessary resources.
- Consult with internal clients and external stakeholders to collect and disseminate information related to accommodation issues/needs relating to growth, program changes, health and safety concerns etc.
- Establish good change management measures, including effective communication tools to ensure impacted staff are aware of planned projects, project timelines, and have opportunities to provide their input on projects.
- Initiate routine communications to ministry staff to ensure they have awareness of accommodations projects and have the opportunity to provide input, as required.
- Collaborate with ministry staff to develop a service catalogue to raise staff awareness of the corporate services available and enable them to request support from the right department (or serve themselves).
- Prepare project documentation to identify approved scope and timing of work, provide detailed instructions to internal stakeholders (project management, and inventory) and obtain the program area's formal approval of the proposed accommodation solution/project

- Working in conjunction with other ministries having jurisdiction and in some instances independently, the incumbent will oversee vendors and consultants to ensure the successful delivery of approved projects which will achieve the Ministry's requirements

- Facilitate problem resolution due to unforeseen changes in client/corporate requirements that impact the approved scope of work by consulting with stakeholders in order to resolve issues and revise the scope to meet the new requirements

**1C) Conduct cost benefit analysis of accommodation requests to determine budget implications and find innovative solutions within client/corporate budget limitations to expedite successful project implementation.**

**Activities:**

- Determine the scope of work required to satisfy an accommodation request (design, construction, moving, etc.)

- Identify potential opportunities to reduce government costs associated with accommodation through lease terminations, elimination of underutilized space, or creation of new partnerships between clients to ensure more effective use of space and resources.

- Identify furniture and equipment requirements for program areas; submit furniture WORTS on their behalf and collaborate with Infrastructure to ensure that the current process for furniture acquisition continues to follow applicable guidelines/mandates

- Review/analyze client requests submitted on an ongoing basis in order to address essential program needs while eliminating requests for unnecessary

- Determine feasibility of proposed accommodation solutions by soliciting information and technical advice from other internal stakeholders.

- Develop/coordinate preliminary total project cost budget estimates through use of cost quantifiers, in consultation with stakeholders (program managers, technical resources, and cost control personnel)

- Negotiate/mediate to obtain consensus from external clients and internal stakeholders to support proposed accommodation solutions through resolution of conflicting needs.

- Participate in development of the annual accommodation budget through costing of budget requests and reviewing the priorities of all submitted budget requests

**1D) Consult with program areas to advise on process for acquiring furniture. Facilitate projects that include furniture selections, acquisitions, installations as a part of an accommodations project.**

**Activities:**

- Consult with program areas and Alberta Infrastructure regarding the purchasing of new furniture or accessing furniture through the GOA furniture recycle and surplus sales program

- Provide project management services to program areas with large furniture purchases combined with renovations/electrical/data/telecom work involved

- Ensure ministry is adhering to standards and guidelines set up by Alberta Infrastructure and Procurement

**2a. Guide/lead the planning and delivery of a Corporate Support Services catalogue for Municipal Affairs, including client communications, departmental training and engagement in this area.**

- **Oversee the development and execution of comprehensive corporate communications plans that align corporate service delivery with department objectives and priorities.**

- Provide strategic advice to the Director that enables the effective incorporation of engagement approaches to inform the development of programs and policies as they relate to Corporate Service Delivery.
- Ensure inclusive, barrier-free and culturally sensitive engagement design for a range of client groups and partners (e.g. other ministries that share space with MA, staff with accessibility needs, cultural accommodations, etc.)
- Assess active and planned engagement and training from across the department to identify areas for increased integration of corporate services to avoid staff frustration and engagement fatigue.
- Ensure alignment through collaboration with other areas that provide Corporate Support Services, including (but not limited to) Emergency Management, Facilities, and Executive Assistants in Municipal Affairs.

**2b. Develop and maintain productive client relationships and alliances that can be leveraged to support accommodations negotiations and advance the Ministries priorities in the areas of Corporate Support Services.**

- Lead the development of client profiles and analysis of client expertise, areas of interest, capacity and spheres of influence to ensure appropriate inclusion during project planning and implementation.
- Lead the formation of knowledge sharing committee, working group and/or forum to enable issues assessment, knowledge transfer, sharing of best practices and solutions identification.
- Proactively identify opportunities for collaboration and partnerships to enhance project outcomes and achieve mutual objectives
- Lead the design and facilitation of interactive sessions that encourage open dialogue, active participation, and collaboration among diverse groups of staff and subject matter experts within and outside of government.

**2c. Manage the analysis and synthesis of feedback collected through interactions and engagement processes to support department decision-making and priorities as they relate to Corporate Support Services.**

**Activities:**

- Provide consultation and recommendations for issues, opportunities and challenges associated with accommodations, including active contribution to business planning and reporting activities.
- Manage preparation of any action request responses, ministerial briefings, background documents, correspondence and recommendations for corporate accommodation issues for consideration by Senior ministry and Government representatives and officials.
- Establish and maintain positive relationships with ministry and government representatives, consultants, contractors and stakeholders
- Represents Municipal Affairs on Division, Ministry, Cross-Government and external working groups and committees with diverse mandates and responsibilities.
- Provide support for the development and implementation of the Division Business and Operational Plans
- Research/prepare information for briefings and correspondence up to Deputy Minister level in order to address accommodation issues.

### **3. Collaborate with Facilities and Emergency Management portfolios to ensure that facilities occupied by ministry staff are maintained to meet operational requirements of the ministry's programs.**

#### **Activities:**

- Support the annual development of the ministry's RMI Inventory submission, working with the Facilities Coordinator on the identification of accommodations related information required for the inventory.
- Facilitate the procurement and installation of audio-visual equipment in department managed boardrooms, in consultation with Technology and Innovation and Infrastructure as needed.
- Coordinate and submit RMI property claims, where ministry furniture or property has been impacted.
- Participate as the ministry representative on cross ministry initiatives related to accommodations, mobile wireless products and services, and telecommunication services.
- Review and update space allocations on a monthly basis.
- Collaborate with the Senior Emergency Planning Officer on matters relating to security, emergency response, business continuity, and accommodations.
- Review and plan projects for ministry staff located in various locations requiring tenant services such as electrical/data/phone installation or relocation, installation/move of office accessories or furniture, minor construction and staff moves. Utilizing Work Order Request Tracking Systems (WORTS) or other building work order systems
- Point of contact for ministry staff located in various locations to process maintenance calls, identify and resolve repeat problems and main contact for global distributions
- Identify and coordinate the resolution of facility issues such as janitorial, health and safety, heating and air conditioning, security, parking and minor improvements identified in consultation with individual staff, Alberta Infrastructure and building management.

#### **Problem Solving**

Typical problems solved:

The incumbent is the sole accommodation planner for a ministry with staff located in GoA facilities throughout Alberta. The position will ensure that ministry space allocations support and facilitate program delivery, which requires interactions on a daily basis with affected staff, worksite contacts, management staff and accommodation stakeholders. As a result, the incumbent will be required to address a variety of issues that often involve competing interests. Being able to recognize the complexities and interdisciplinary nature of issues is paramount to successful dispute resolution, as failure to resolve issues can result in the escalation of conflict and strain relations between the ministry and other entities.

- Provides a single point of contact for assigned government departments, boards and agencies in dealing with day-to-day accommodation issues.
- Designing engagement, training and communication approaches that balance staff needs, organizational changes, external client pressures and the priorities for the department.
- Ensuring the design of engagement, training, communication in the area of accommodation/facilities meet the needs of the department
- Understanding broader themes and trends in the feedback being received through all engagement, training, committee work to proactively inform the Director about client sentiment and identify opportunities for increased collaboration to streamline accommodation processes for the department.
- Designing approaches that enable clients with polarized views to find areas of consensus and identify



solutions that are mutually beneficial.

- Responsible for developing and maintaining all accommodation policies and procedures, in adherence with GOA Directives, Municipal Affairs requirements, mandates and policies.
- Ministry operations rely on appropriate space and related supports services to carry out program functions and legislated responsibilities. This position conceptualizes various complex, integrated accommodation needs and evaluates these against available resources and capacity.
- Provides leadership in the securing of sufficient, functional space, representing and advocating for the Ministry and its program needs with representatives of Infrastructure.
- In projects involving large project accommodations, this position applies initiative, technical, leadership, organizational and interpersonal skills to ensure that program requirements are met in a timely and cost-effective manner.
- Mitigates conflicts through ongoing communications and collaboration with various stakeholders to resolve challenges associated with using facilities by multiple divisions. In the negotiation role, the incumbent must be able to synthesize complex issues into a win-win solution/option which meets the strategic direction of the Division or ministry as a whole.
- Due to limited budgets, accommodation projects will need to be prioritized according to their perceived urgency. The incumbent must be able to recommend prioritization based on multiple and often complex factors/circumstances.
- While the Planner operates under the general direction of the Director, the incumbent has the flexibility to take the necessary steps to meet the ministry's needs and ensure quality and timely services.
- This position applies the necessary expertise and operates with a significant degree of independence and must be able to interpret and apply Treasury Board directives and Infrastructure policies and procedures.
- The incumbent is often called upon to mediate and negotiate solutions to address ministry expectations that may not align with GoA space standards and other conditions on accommodation projects implemented by Infrastructure.

Types of guidance available for problem solving:

The Planner works within established government and ministry guidelines and policies. The position requires a thorough understanding and awareness of government structure and the programs and initiatives of the ministry to best anticipate accommodation needs.

Knowledge of government wide directives, policies, standards, procedures relating to accommodations and other administrative support functions. Specifically:

- Finance Administration Act
- Government Organization Act
- Freedom of Information and Protection of Privacy Act (FOIP Act)
- Federal Income Tax Act
- Occupational Health and Safety Act
- Public Works Act
- Alberta Building Code

- Direct Purchase Regulation/Direct Purchase Administrative Practices
- New West Partnership Trade Agreement (NWPTA)
- Maintaining Security of Government Data
- Policy for Disk Wiping Surplus Computers
- OPRA Parking Agreement
- Parking Roles and Responsibilities
- Treasury Board Parking Directive
- Physical Security Guidelines and Standard for GOA Facilities
- Infrastructure Roles & Responsibilities Guidelines
- Infrastructure Restrictive Workspace Policy

Knowledge of facility emergency management planning, government procurement processes, and surplus procedures will also enable the incumbent to address problems as they arise in the course of carrying out their accountabilities.

Direct or indirect impacts of decisions:

While managing accommodation projects, the Planner is required to make decisions to advance projects. Incorrect decisions or delays in making decisions can translate into increased project costs that could be assigned to the ministry or could negatively impact project time lines, causing project delays that could further disrupt business areas.

Due to limited budgets, accommodation projects will need to be prioritized according to their perceived urgency. The incumbent must be able to recommend prioritization based on multiple and often complex factors/circumstances.

Failure to provide adequate space and support services could result in health and safety issues. Failure to routinely communicate and engage with staff could impact morale and productivity of ministry staff.

The position will be relied upon by the Director and divisional ADMs for advice, analysis and recommendations so that they in turn can make decisions about accommodation project options they are required to make.

**Key Relationships**

Major stakeholders and purpose of interactions:

Director, Corporate Planning and Support: Provides updates on accommodation initiatives and receives direction and feedback as needed.

Facilities, Fleet and Emergency Management (business unit contacts): Works closely with members of the team to provide corporate services to MA staff that are aligned and supportive of the goals for the unit. This includes sharing communications, collaborating on projects and maintaining a service catalogue for staff awareness.

Divisional / business area contacts: Provides guidance and advice on accommodation matters, and provides direction and support on active projects.

Executive Team members and senior management: Provides strategic advice and recommendations on



current and future accommodation needs. Gathers input on program requirements to support project work, typically this would be done through a project committee that is lead by the Planner with a committee of senior managers acting as Divisional liaisons).

Alberta Infrastructure: Works closely with assigned Infrastructure staff to plan accommodation projects and to review status of each project. The incumbent also seeks advice and support when needed on ministry accommodation and furniture matters.

Technology and Innovation: Works closely with Technical experts in T&I to plan accommodation projects with technical components (such as audiovisual requirements for staff boardrooms).

External service providers: These include property management companies, design consultants, furniture vendors. Interactions occur on accommodation projects to address space requirements, project elements and furniture design, tenant issues, etc.

**Required Education, Experience and Technical Competencies**

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

If other, specify:  
 Degree or Diploma in related field (preference for architecture or interior design).

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

In addition, at least 2 years of related experience in accommodation planning or a Diploma from a related accredited college program plus 4 years related experience in accommodation planning or interior design is required. This would include experience in Auto Cad applications.

The Planner requires extensive knowledge of facility planning and operations, design and construction processes and standards and documentation requirements of Infrastructure. Knowledge of project management techniques and methodologies are helpful to ensure projects are running smoothly from conception through design, tendering and construction. A thorough understanding of decision making processes used within Infrastructure and Municipal Affairs is also necessary as it is sensitivity to the political environment in which projects can and will move forward.

Knowledge of technical aspects of accommodations planning including architectural mechanical, electrical, telecommunications, commercial systems furniture, space planning and ability to read floor plans.

Knowledge of current systems and facility support requirements for department's computer systems

Proficient in Microsoft Office programs including M365, Teams, and SharePoint online

Candidates must have a valid driver's license, as travel is a requirement of this role.

**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		
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> <li>• Facilitates</li> </ul>	Through proactively building collaborative relationships with ministry clients and external stakeholders.  Anticipating potential conflicts, mitigating challenges where possible

		<p>communication and collaboration</p> <ul style="list-style-type: none"> <li>• Anticipates and reduces conflict at the outset</li> <li>• Credits others and gets talent recognized</li> <li>• Promotes collaboration and commitment</li> </ul>	<p>and managing relationships drawing on past experience and skilled communications.</p> <p>Recognizes contributions and collaboration from partners to promote and strengthen relationships.</p>
Develop Networks	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works on maintaining close relations with all stakeholders:</p> <ul style="list-style-type: none"> <li>• Identifies key stakeholder relationships</li> <li>• Has contact with range of interested parties</li> <li>• Actively incorporates needs of a broader group</li> <li>• Influences others through communication techniques</li> </ul>	<p>Will need a clear understanding of the ministry, who the key stakeholders are and who the appropriate decision makers are.</p> <p>Accommodation projects always bring change and effectively interacting with affected clients help staff to manage the change and adjust.</p> <p>Positive interactions that build trust with clients helps all partners involved to work "at the speed of trust".</p>
Creative Problem Solving	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Engages the community and resources at hand to address issues:</p> <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>	<p>Strong project management skills will ensure effective outcomes on accommodation projects, which can be large and complex in nature, often with phased elements that must be managed effectively.</p> <p>Project time lines can be tight and require quick turnaround for input and decisions. The incumbent may be required to make decisions about project elements, without input from affected program areas, appropriately assessing the risks of making those decisions.</p> <p>The incumbent will leverage known resources to solve problems and resolve conflicts,</p>

			gathering input from clients to ensure solutions reflect and address the requirements of the business area to the degree they can.
Agility	○ ● ○ ○ ○	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> <li>• Takes opportunities to improve work processes</li> <li>• Anticipates and adjusts behaviour to change</li> <li>• Remains optimistic, calm and composed in stressful situations</li> <li>• Seeks advice and support to change appropriately</li> <li>• Works creatively within guidelines</li> </ul>	<p>Must be able to pro-actively anticipate issues and their associated risks, to make effective decisions about projects or to understand when to engage with the Director or other senior management staff in the ministry to assist in resolving issues.</p> <p>Priorities can change quickly and direction may at times be vague. A high level of adaptability and willingness to shift priorities due to external forces will be ongoing.</p> <p>Changes to workspace can be difficult for staff, and can result in high emotions. The incumbent must be able to stay on track with project deliverables, pivoting as needed in the event of changes and be able to clearly explain changes when they are unavoidable.</p>

**Benchmarks**

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

Senior Accommodation Planner, Alberta Infrastructure, 024PS61  
 Senior Planning and Property Advisor, SARTR (attached)

## 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.

\_\_\_\_\_  
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

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ADM Name

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Date yyyy-mm-dd

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ADM Signature

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DM Name

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Date yyyy-mm-dd

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DM Signature