

Update

Ministry

Advanced Education

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Information Resource Proj Lead

Current 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:

Additions to position are based on Business Integration Project Lead (Program Services 4).

Expanded outcome 3 "Communications strategies related to Student Financial Services programs are prepared and delivered in line with sector, ministry, and government priorities" to encompass change management processes and activities, of which communications is included. Added activities include: workshop facilitation; presentation of analysis, risks, and recommendations; and research and development of communication tools.

Activities under Outcome 5 "This position is able to meet obligations and goals through sound management practices" related to project management were incorporated into Outcome 1 of the new job description.

Process improvement support (outcome 5) and Manager and Director support (outcome 6) were added.

Responsibilities Removed:

Combined outcomes 1 and 2 due to overlapping activities, minor wording adjustments. The only responsibility that was removed: "Key liaison with Service Alberta for graphic design services" as this is no

longer a requirement of the role.

Updated references to "Service Alberta Forms and Application Management Team" to "Technology & Innovation's Data and Content Management Team" due to reorganization.

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Manager, Business Integration and Coordination, this position leads projects to ensure effective planning, implementation, and communication of cross-sector initiatives impacting policies, programs, and systems. This includes collaboration with subject matter experts, coordination of tasks and deliverables, and change management leadership.

The Project Lead works to plan, coordinate, and facilitate the work required to ensure high priority projects are successful through the use of project management and continuous improvement methodology. This position has a significant project management role across diverse projects such as coordinating, planning, implementation and providing guidance to Ministry representatives and stakeholders involved in process improvements and innovative initiatives.

This position is also responsible for the development of comprehensive, accurate and up-to-date information resources to support Alberta Student Financial Services. Information resources include complex web-based and PDF applications, forms, and related schedules for both the student loan and scholarship programs. This position works with other cross-department teams and Technology and Innovation (Data and Content Management Division) to ensure students and the public have access to accurate information in order to make informed student funding decisions that supports their post-secondary educational goals.

The Information Resource Project Lead also supports Student Financial Services Red Tape Reduction initiative as the key liaison to compile and document Red Tape Reduction initiatives for both administrative and resource-based projects.

Advisory services in project and change management and process improvement are also provided to build capacity in these areas and to support units that are leading their own internal projects.

Responsibilities

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

1. Lead projects to ensure effective planning, implementation, and communication of cross-sector initiatives impacting policy, programs, and systems.

- a) Draft and manage project documentation including project charters, schedules/ plans, stakeholder matrices, work breakdown structures, status reports, communication plans, risk logs, employ stakeholder engagement strategies, and change management plans.
- b) Monitor the status of projects and identify issues and potential pressure points (e.g. approaching milestones/ deadlines, status of deliverables and approvals) and work with project sponsors to resolve issues.
- c) Consult with internal stakeholders to determine, manage, and communicate cross-project dependencies.
- d) Pro-actively manage changes in project scope, identify issues and risks, mitigation strategies and devise contingency plans.
- e) Facilitate leadership sign-off of project charter, project plans, designs, and other relevant project documents.
- f) Conduct post project evaluations and support the development of lessons learned for use in future project implementations and to support continuous improvement.
- g) Provide guidance and direction to leads of project sub-committees, including facilitation support, project administration and organizational best practices, and meeting management.

2. Ensure information resources for Alberta Student Financial Services and Alberta Scholarships are current, comprehensive, and widely available for use in accordance with the funding cycles.

- a) Participate on the New Year Working Group as the lead for the annual revisions to web-based and PDF applications, and related schedules and forms that allow students to access program supports.
- b) Manage the development and revision of resources for the annual funding cycle with Technology and Innovation's Data and Content Management team.
- c) Monitor progress to ensure deliverables meet approved timelines and resources.
- d) As designated sign off, ensure applications and forms align with policy and key messages, as well as meet clear language and design principles.
- e) Key liaison with Alberta Scholarship for the development and design of scholarship applications.

3. Support Alberta Student Financial Service's Red Tape Reduction initiatives as it relates to policies, forms and guides.

- a) Liaise with Student Financial Services units to identify garner Red Tape reduction initiatives.
- b) Develop processes and coordinate actions for all units within time lines.
- c) Manage submission of Red Tape Reduction initiatives to the department Red Tape Reduction Committee.

4. Lead change management processes and activities to ensure that program, policy, and system changes are successfully implemented.

- a) Facilitate workshops, information sessions and other meetings to engage staff and support change management activities.
- b) Analyze expected changes to identify potential impacts to divisional processes.
- c) Present analysis, risks and recommendations to impacted business units, management and leadership.
- d) Develop and support implementation of change management plans including strategies to mitigate identified risks.
- e) Develop and implement strategic communications plans.
- f) Research, develop, and deliver a wide range of communications tools (e.g., presentations, training materials, reports, email marketing campaigns, survey instruments, posters, FAQs, etc.).

5. Provide process improvement support to enable continuous improvement.

- a) Lead and facilitate the development of current and future critical processes, flowcharts/process maps and detailed procedures.
- b) Assess and identify business improvement opportunities and make recommendations to business areas to enhance operational excellence and maximize efficiencies.
- c) Provide advice and consultation to all levels of branch representatives in relation to assessing impacts from implementation of desired future state operating environment and creating implementation plans for seamless transition and minimal disruption to the business.
- d) Lead the identification, review, evaluation and recommendation of opportunities to address business needs.

6. The Manager and Director are supported in achieving the mandate and goals of the team.

- a) Provide the Manager with advice and recommendations for emerging issues, opportunities and challenges.
- b) Develop briefing materials, presentations, speeches and correspondence to ensure branch, division and department leadership have appropriate input for decision-making.
- c) Sustain collaboration, linkages and information sharing across branch units and the department, including developing and maintaining relationships.
- d) Provide input and recommendations to the Manager related to the ongoing enhancement of the Branch's policies and operational programs.
- e) Represent Team and Unit perspectives and objectives to working groups and committees.
- f) Contribute to strategic ad hoc projects and initiatives as directed by the Manager.
- g) Provide advisory services in project management, change management or process improvement to other Branch units to enhance competence and capacity in the areas.

Problem Solving

Typical problems solved:

- Coordinating and integrating varied and at times contradictory inputs and perspectives, including

priorities of business units, needs of external stakeholders, provincial and federal policies and ongoing and upcoming projects.

- Addressing interpersonal issues within project teams or meeting attendees and resolve conflict "in the moment" without guidance.
- Identifying key stakeholders and decision makers and building connections between business units.
- Balancing projects that are assigned to the team via Branch leadership with projects that are identified through proactive relationships and engagements with Branch units. Each project will draw on different areas of expertise and all will require project management and change management skills.
- Meeting stringent New Year launch deadlines for both the loans and scholarship suite of resources. Significant project planning is required to coordinate required updates and signoff processes between Student Financial Services program areas and Technology & Innovation's Data and Content Management Team.
- Balancing Student Financial Service delivery requirements against Technology and Innovation's service levels. This position requires a high level of collaboration, communication, and transparency to meet expectations of both groups. This position must be proactive in managing workload, and develop mitigation strategies to address service levels.

Types of guidance available for problem solving:

This role acts with a high degree of autonomy for problem solving and decision making, with guidance from the Manager for more complex issues that have the potential to significantly impact Student Financial Services. The Project Lead is often responsible for facilitating meetings and information sessions without management attendance and uses their own judgement to determine when to escalate conflicts to the Manager and necessary follow-up for resolution of complex issues. Consultation with impacted business areas and decision requests to senior leadership occur as required by the situation. Decisions are influenced by overall government direction, senior leadership priorities, and similar previous situations. The position demonstrates both assertiveness and persuasiveness in providing advice and direction to sector staff.

Direct or indirect impacts of decisions:

Actions and decisions of the Manager impact students applying for student loan assistance and scholarship funding. A delay in providing up-to-date information resources to support the Student Financial Assistance Program and Alberta Scholarship Program can lead to significant financial consequences for students and clients as well as operational and business impacts for post-secondary institutions, and service delivery partners. This position ensures students and the public have the resources needed to make informed student funding and scholarship decisions that supports their post-secondary educational goals.

This position directly works with and affects all units within Student Financial Services, impacting staff awareness and ability to implement changes through project timelines and deliverables and change initiatives. This position collaborates with branch representatives to identify, evaluate and document business processes, develop recommendations for improvement, design new processes and implement approved changes and solutions.

Key Relationships

Major stakeholders and purpose of interactions:

This position interacts with the New Year Working Group, New Year Project Lead Team, New Year Communications Sub-committee, Operational Policy Committee, Technology & Innovation's Data and Content Management Team, and Red Tape Reduction team. This position provides direction and support to achieve identified priorities and produce quality deliverables.

Internal

- Branch (Student Financial Services) Staff - ongoing: collaborate and share intelligence and resources across the team and provide back up support as needed on projects.
- Divisional (PCC&SA) Staff and other internal stakeholders - frequent and ongoing: coordinate and lead communication, project management and change management activities. Build relationships to support

effective implementation of business activities.

- Divisional Leadership (e.g. Directors, Executive Director) - as required: receive direction and prioritization of work, provide updates, decision requests and briefing materials as required.
- Internal GOA staff from other divisions and ministries (e.g. Technology & Innovation's Data and Content Management Team and Red Tape Reduction team, Programs, Engagement and Innovation, Skilled Trades and Professions and Strategic Business Services) - frequent: coordinate and collaborate on projects. Liaise to share information and develop deliverables. Support implementation of cross-ministry priorities.

Required Education, Experience and Technical Competencies

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

If other, specify:

Arts, social science, public administration, business, education, or science

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

Experience

- Experience applying project management approaches and tools.
- Experience with Microsoft Office suite, Word, Excel, Visio, PowerPoint, Project.
- Experience as site creator, owner, and administrator for Share Point site to track project documents.

Technical Competencies, certification and/or training

Knowledge

- The Ministry business plan, organizational structure, and strategic priorities in relation to student aid programs.
- The client, service delivery, and stakeholder community impacted by the branch mandate and operations, including relevant organizations, committees, advisory groups, and representatives.
- The political environment within which the Ministry operates and policy development and decision-making processes of the Legislative Assembly, Cabinet, Caucus, Treasury Board, and various government committees.
- Relevant legislation, regulations, and policies pertaining to student aid available to post-secondary students (i.e. Canada Student Loans Act; Students Finance Act and Regulations; Students Finance Board/ Ministerial Rulings; Student Loan Guarantee Act; Canada Student Loan Policy and Procedures Manual; Assessing Guidelines; and Loan Relief Program Guidelines).
- Applicable student aid programs administered on behalf of the federal and provincial governments, including related policies, criteria, guidelines, processes, and procedures.
- Relevant information systems, such as: studentaid.alberta.ca, Student Finance System (SFS), myloan.studentaid.alberta.ca and databases.
- Knowledge of project management principles, approaches and methods, the Project Management Body of Knowledge (PMBOK).
- Knowledge of research approaches, methods, and evaluation strategies.
- Working knowledge of change management tools, techniques, and best practices.
- Knowledge of process improvement methodologies and established process analysis and improvement tools (flow- charting, data modeling).
- Strong understanding of how the work performed by business units impacts or is impacted by others.

Skills and Abilities

- Consultation, mediation and facilitation experience, including the ability to interact effectively with diverse clients and stakeholders and develop solutions for issues involving a variety of perspectives.
- Planning, time management and organization experience (especially as it pertains to practicing project management methodology).
- Highly developed business planning, project management and organizational skills, ability to communicate, influence, coach and collaborate through leadership and facilitation.
- Research and analytical skills, including ability to synthesize and analyze information obtained from broad and varied sources and develop solutions and recommendations for consideration of senior decision-

makers.

- Develop tools and resources such as project plans, schedule, risk log, status reports, presentations, and project charters. Comfortable obtaining approvals and presenting to senior leadership.
- Strong written and verbal communication skills, including ability to present and articulate complex concepts and write logical, well thought through documents in a clear and concise manner.
- Interpersonal skills, and ability to deal effectively with ambiguity, manage change, and mediate conflict resolution.
- Ability to build and maintain trust-based relationships with clients and colleagues and lead and influence work teams from various disciplines.

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"> • Encourages broad thinking on projects, and works to eliminate barriers to progress • Facilitates communication and collaboration • Anticipates and reduces conflict at the outset • Credits others and gets talent recognized • Promotes collaboration and commitment 	Creates environments for project teams and stakeholders to build trust, openly share information and concerns, respect others' viewpoints, supports and maintains conflict resolution and recognize performance and success.
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"> • 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 	Consults with internal stakeholders to determine, manage, and communicate cross project dependencies. Identifies and assesses needs of multiple business units and facilitates the prioritization of competing interests by seeking input from Ministry staff and by developing an understanding of business functions and processes.
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"> • Identifies alternative approaches and supports others to do the same • Proactively explains 	Oversee projects and subcommittees with competing time lines and resource demands, develop options to reduce pressure on units while meeting project

		<p>impact of changes</p> <ul style="list-style-type: none"> • Anticipates and mitigates emotions of others • Anticipates obstacles and stays focused on goals • Makes decisions and takes action in uncertain situations and creates a backup plan 	<p>objectives and deliverables.</p> <p>Proactively manages changes in project scope, identify issues and risks, and devise contingency plans.</p> <p>Analyses expected changes to identify potential impacts to divisional processes. Develop and support implementation of change management plans including strategies to mitigate identified risks.</p>
Develop Networks	○ ○ ● ○ ○	<p>Leverages relationships to build input and perspective:</p> <ul style="list-style-type: none"> • Looks broadly to engage stakeholders • Open to perspectives towards long-term goals • Actively seeks input into change initiatives • Maintains stakeholder relationships 	<p>Identifies key stakeholders and decision makers and builds connections between business units.</p> <p>Supports collaboration, linkages and information sharing across branch units and the department, including developing and maintaining relationships.</p>
Creative Problem Solving	○ ○ ● ○ ○	<p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks 	<p>Identify issues, define problems, provide analysis and develop strategies to determine the most appropriate approach and practice to use to achieve results.</p> <p>Maintain strong, positive working environment where project staff feel comfortable voicing opinions and ideas and finding creative solutions.</p>

Benchmarks

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