

New

Ministry

Tourism and Sport

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Director Regulatory Operations

Requested Class

Supervisory Level

Agency (ministry) code

Cost Centre

Employee

Employee Name (or Vacant)

Vacant

Organizational Structure

Division, Branch/Unit

Sport, Tourism and Recreation/All-Season Resorts

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

ED All-Season Resorts

Supervisor's Current Class

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Executive Director of the All-Season Resorts Branch, the Director - Regulatory Operations, All-Season Resorts is responsible for providing regulatory leadership and oversight of All-Season Resort developments to drive the growth of Alberta's visitor economy towards the target of \$25 billion in annual visitor expenditure by 2035, creating sustainable economic opportunities for communities across the province, all year-round.

The Director will lead statutory decision making and regulatory oversight related to authorizations, management and compliance of All-Season Resorts (ASRs) with all applicable legislation and ensure that they meet the established outcomes related to the sustainable development of all-season resorts on Alberta provincial Crown Lands. This includes being the sole regulator for All-Season Resorts through the administration of the *All-Season Resorts Act*, *Public Lands Act*, *Environmental Protection and Enhancement Act (EPEA)* and *Water Act* and their associated regulations. The Director will build and operate the regulatory system for All-Season Resorts and ensure adherence to all applicable legislation, regulations, policies and land use plans. The Director will ensure the highest regulatory standards are upheld in terms of regulatory oversight, environmental review, First Nations consultation and public engagement.

Responsibilities

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

The Director provides effective leadership, decision making and direct supervision of the regulatory team delivery approvals, inspections and compliance program for All-Season Resorts with a Provincial scope across multiple pieces of environmental and land legislation. The position will lead the development of the ASR regulatory program on crown lands as "sole regulator" under the *All-Season Resort Act*, *Public Lands Act*, *EPEA*, *Water Act* to achieve the Government of Alberta's social, economic, and environmental outcomes.

The Director is responsible for the effective and efficient delivery on ASR regulatory functions by:

- Being the lead statutory decision maker for the issuance of leases and authorizations, coordinating inspections and ensuring compliance under the *All-Season Resorts Act* and other related legislation.
- Being the lead and/or alternate decision maker on approval of Master Develop Plans and related approvals of conceptual plans.
- Ensuring that regulatory authorizations, licenses, approvals and registrations are issued in a responsive, timely manner that aligns with the strategic outcomes.
- Ensuring all decisions follow the principles of statutory decision making including natural justice and procedural fairness within their appointed authorities.
- Ensuring that compliance tools are used in a strategic, escalating approach that achieves regulatory assurance in the most appropriate manner to meet economic, social and environmental objectives and outcomes.
- Ensuring a coordinated regulatory response between Approvals and Compliance functions to ensure stakeholders are treated fairly and in a consistent and timely manner.
- Establishing processes, regulatory policies and guidelines that achieve outcomes and develop checks to ensure that gaps and areas for improvement are readily identified and addressed.
- Applying appropriate risk analysis to ensure appropriate resources are assigned to priority work.
- Ensuring appropriate First Nation consultation and public/stakeholder engagement through the process.
- Carefully weighing knowledge and information provided by First Nations, the public, Government/Agency subject matter experts and technical/scientific information provided the applicant, in accordance with the legislation, regulation, policy and procedures, when making statutory decisions.

The Director ensures regulatory program achieves desired outcomes for the ASR program by:

- Establishing metrics, service standards and processes to ensure ASR program is delivered in a manner that meets program expectations.
- Having a firm understanding of operational programs to forecast approval and compliance pressures and provide leadership to find strategic approaches to achieve the ministry's objectives.
- Identifying trends in operational outputs and orchestrating proactive responses to address immediate and systemic issues, including potential applications or incidents backlog.
- Providing excellent project management to oversee initiatives that create enduring, innovative solutions to operational issues.
- Evaluating program performance and providing feedback to Leadership on recommendations for continuous improvement.
- Establishing and reinforcing regulatory mechanisms to ensure decisions are the completed in the most defensible manner.

The Director manages the administration of regulatory programs by:

- Establishing and leading a team of resort, land and environmental officers.
- Ensuring that action requests, information requests, and briefing materials are actioned in a timely manner to ensure the regional management team and executive are aware of sensitive/important issues.
- Ensuring records are managed in accordance with GoA policy.
- Maintaining an effective Occupational Health and Safety program that meets or exceeds certification requirements.
- Establishing training requirements and ensure resources are available to train staff, build competencies and increase succession capacity in the program.
- Providing exceptional Leadership including coordinating with multiple Ministries on subject matter advice and technical support.

Problem Solving

Typical problems solved:

The position requires temperance in addition to a firm understanding of the legislation, regulatory tools and human dynamics. The daily challenges the Director is faced with are conducted in a team environment and require excellent communication skills, organizational awareness and the ability to engage and assign tasks. Most decisions made in this position have an impact on the environment, the reputation of the Government of Alberta and can have financial implications to the parties involved. Examples of difficult or challenging situations faced by the position include:

- Managing complex, complicated and contentious regulatory problems which often require phased, sometimes multiple approaches that are situation dependent within a team of environmental professionals working in an integrated environment to achieve deliberate outcomes. The situations can result in authorizations or compliance decisions made by the Director and are subject to Appeal or review.
- Leading multi-disciplinary professional and technical teams and providing direction and decisions regarding handling complex and contentious issues and files.
- Establishing a compelling vision that clearly provides a practical implementation strategy of the Regulatory Assurance Framework for the ASR program and inspires staff to achieve ambitious results and provides exceptional service to Albertans.
- Managing situations or issues that are generally unstructured and unique requiring creative approaches to ensuring outcome that is meaningful and results in clear benefits for the environment and the economy.
- Championing the stewardship model through regulatory application and incident management tracking and progress monitoring/reporting to ensure service targets are met or exceeded.

Types of guidance available for problem solving:

Addressing challenges faced by this position requires strong analysis, reasoning, evaluation, judgment and problem solving skills. Interpretative, strategic and critical thinking is required along with the ability to facilitate decision-making processes involving Ministry and Cross Ministry representatives, stakeholders and staff.

Direct or indirect impacts of decisions:

The position is delegated significant authority to organize, plan and coordinate work associated with the delivery of the regulatory programs that impacts the Ministry's and GoA. The Director will provide a system that assures Albertans and beyond that the regulatory mandate and legislation related to the environment, social and economic is robust, transparent, and agile to meet present and emerging challenges.

Decisions and recommendation made by the position impact Ministry representatives as well as representatives of other ministries, agencies, industry, the regulated community, and individuals. The advice and recommendations provided to senior Ministry representatives, officials and executives impact strategic decisions regarding the ASR Regulatory Assurance framework, policies, programs, and initiatives and as a result impacts Albertans, external stakeholders and associated natural resources.

Key Relationships

Major stakeholders and purpose of interactions:

Internal:

- ADM, Executive Director and Ministry executive leaders (Providing information, advice, program delivery issues, specific situation updates, potential contentious situations)
- ASR Branch Leadership Team (To share information, collaborate and coordinate on initiatives, to manage and realign resources)
- Tourism Policy and Strategy Branch
- Travel Alberta
- Staff (To provide leadership, direction, advice, coaching and mentoring).

External:

- Senior representative of other ministries (e.g.: Justice and Solicitor General, Municipal Affairs, Alberta Energy Regulator, Forestry and Parks, Environment and Protected Areas)
- Other provincial regulators, Law enforcement agencies, Municipalities, Industry representatives, Regulated community, First Nations, Public, MLAs, Stakeholder communities and organizations (Develop partnerships and collaborative working relationships, facilitate problem solving, exchange information, championing education, preventative and stewardship programs, developing and communicating ASR policies/ procedures to other regulators delivering similar assurance activities)

Required Education, Experience and Technical Competencies

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

If other, specify:

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

The position requires a post-secondary education in resource management, environmental sciences, environmental/natural resource law, or related field, plus several years directly related experience at a senior management level. The position needs to understand both the regulatory processes involved with approvals, compliance, inspections and statutory decision making and be able to apply their various tools to achieve the best possible outcome. The position requires the following skills and abilities:

- Strong leadership skills in a politically sensitive and diverse environment.
- Exceptional people and change management skills.
- Effective communication, conflict resolution and facilitation skills.
- Strong project management skills and the ability to successfully meet multiple priorities.
- Advanced problem solving, organizational and resource management skills in working with multiple stakeholders including the public.
- Ability to develop strong interpersonal relationships at all levels with internal and external organizations.
- Ability to facilitate collaborative and integrated initiatives.

The position requires extensive knowledge and understanding in the following areas:

- GoA and Ministry mandate business goals and objectives.
- Extensive knowledge of regulatory assurance principles and can apply legislative intent consistently often in unique situations to meet the environmental, social and economic objectives of the Government of Alberta.
- Strategic thinking, planning and visioning and the ability to translate strategy into business and operational plans.
- A strong understanding of regulatory assurance principles for the development of policy, processes and procedures.
- Risk management principles and how to apply risk into strategic and operational decision-making.
- Applicable legislation, regulations, ministerial orders and guidelines (e.g. *All-Season Resorts Act, Environmental Protection and Enhancement Act, Water Act, Public Lands Act, Alberta Land Stewardship Act*).
- GoA and Ministry decision-making processes, including; regional/sub-regional planning; regional management frameworks, integrated approvals, and compliance including education, prevention and enforcement.
- Natural resource management, sustainable development practices, environmental issues, environmental impacts, environmental media.

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 type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<p>Integrates broader context into planning:</p> <ul style="list-style-type: none"> • Plans for how current situation is affected by broader trends • Integrates issues, political environment and risks when considering possible actions • Supports organization vision and goals through strategy 	<p>This position has a significant strategic responsibility, and is expected to ensure decisions integrate indepth knowledge of underlying regulatory issues, the political environment and potential risks when considering possible strategy</p>

		<ul style="list-style-type: none"> • Addresses behaviours that challenge progress 	<ul style="list-style-type: none"> • Addresses behaviours that challenge progress opportunities or actions meeting the intent of the ASR regulatory program, policies and regional land use plans.
Develop Self and Others	○ ○ ○ ● ○	<p>Encourages development and integration of emerging methods:</p> <ul style="list-style-type: none"> • Shapes group learning for team development • Employs emerging methods towards goals • Creates a shared learning environment • Works with individuals to develop personal development plans 	<p>The position provides leadership, direct guidance, expert advice and direction to a team of technical staff delivering regulatory authorizations (including approvals, registrations, licences) and compliance inspections, investigations, and environmental emergency response. This will include building and organization that is dynamic to the needs of the tourism industry but upholds the highest environmental standard.</p>
Agility	○ ○ ○ ● ○	<p>Proactively incorporates change into processes:</p> <ul style="list-style-type: none"> • Creates opportunities for improvement • Is aware of and adapts to changing priorities • Remains objective under pressure and supports others to manage their emotions • Proactively explains impact of change on roles, and integrates change in existing work • Readily adapts plans and practices 	<p>The Director maintains awareness of changing organizational priorities and proactively shifts strategic focus and activities and creates opportunities for improvement within the district Approvals and Compliance programs, recognizing the importance of timing and being prepared to take actions as appropriate.</p>
Creative Problem Solving	○ ○ ○ ○ ●	<p>Creates the environment for innovative problem solving:</p> <ul style="list-style-type: none"> • Generates new ways of thinking; ensures right questions are being asked about a problem • Eliminates barriers to creativity and innovation • Encourages a culture of innovation 	<p>The position is accountable for the provincial ASR regulatory programs and supporting the implementation of the ASR Regulatory Assurance Framework by eliminating barriers that stifle creativity and innovation, such as bureaucracy, traditional thinking structure, and encourages</p>

