

## New

Ministry

Technology and Innovation

### Describe: Basic Job Details

#### Position

Position ID

Position Name (30 characters)

Mgr, Financial Services

Requested Class

Manager (Zone 2)

Job Focus

Corporate Services

Supervisory Level

01 - Yes Supervisory

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

#### Employee

Employee Name (or Vacant)

#### Organizational Structure

Division, Branch/Unit

Technology Support and Operations, BSSS/Fin Serv

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Director, Financial Services

Supervisor's Current Class

### Design: Identify Job Duties and Value

#### Job Purpose and Organizational Context

Why the job exists:

Broadband and Strategic Support Services, embracing the government wide approach, builds and fosters strong relationships across the Division(s) they are accountable for supporting. The Financial Services unit, through collaboration with Division(s), leads the development and implementation of consistent financial practices and standards to achieve efficiencies and leverages information and effort across branches, decreasing duplication and increasing the value to the Government of Alberta (GOA) and providing reporting and analytics to enable strategic decision making at the executive level.

Reporting to the Director, Financial Services, and working within parameters of relevant Government of Alberta Acts and Ministry Policies and guidelines, this role is responsible for establishing and Management of the line of business IMT financial practices across the Divisions being supported including:

- Forecasting and budget allocation for the Divisional budgets
- IMT financial analysis and reporting (including consolidated IMT financial dashboard reporting)
- IMT financial asset management
- IMT chargeback management (New business and billing to partners and clients)
- IMT consumption billing
- IMT divisional financial data and reporting
- Day to day management and oversight of the Divisional budgets
- Management and oversight of the IMT Financial Administration for Service Contracts
- Management of Financial Business Area

The Manager, Financial Services will make decisions relating to the development and implementation of IMT Financial processes and practices across the Division(s). They are focused on providing strategic advice and consultation for the Assistant Deputy Ministers (ADM), their senior leadership teams and other stakeholders.

A critical responsibility to this position is to initiate and maintain effective working relationships and partnerships across the Division(s), with external service providers, and within the Ministry of Service Alberta and Red Tape Reduction (SARTR) to ensure a high-level of client satisfaction. This position leads a team of professional and administrative finance staff that have a key responsibility to ensure efficient and accurate divisional IMT financial information is available for decision makers across the IMT portfolio and through all levels of governance, including Assistant Deputy Ministers, Service Alberta Executive Table and Deputy Minister.

This role is also key in ensuring that IMT finances are utilized across the Division(s) to meet the collective needs of the GoA. This role will work with all branches and sectors to understand their financial needs and propose options and recommendations for consideration of the appropriate governance committee. This role will also work closely with SARTR Strategic Policy and Financial Services, specifically budget officers assigned to the division.

## Responsibilities

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

### Establishment and Management of the Line of Business IMT Financial Practices Across the Division(s)

- Develop, implement, and maintain IMT Financial policies, processes, templates, and guidelines for IMT financial areas such as forecasting and budget allocation, financial analysis and reporting, asset management, consumption reporting, and chargeback management (new business and billing to non-sector clients).
- Work with stakeholders and partners (e.g., IMT Sectors and other clients receiving our services) to develop and or make improvements to the policies, processes, and guidelines.

### IMT Consumption Billing

- Lead and coordinate all billings for non sector clients (e.g., ABC's) and work with SARTR Finance to ensure that funds are billed and received from clients.

### IMT Service Costing

- Provide support and expertise in industry standard cost accounting practices, includes IT sector environmental scans and other market research to the IMT Service Investment team.
- As required, review financial analysis and provide input on the costing and pricing of all IMT services.

### IMT Divisional Financial Data and Reporting

- Work with branches and sectors to ensure that IMT financial reporting is implemented and utilized across the division and their governance bodies to ensure accurate financial information is available for decision making.
- Consolidate IMT financial reporting and provide divisional reporting to the ADM and governance bodies on a regular and as required basis.
- Provide IMT financial data and information to branches, sectors, the ADM, and other governance bodies on a regular and adhoc basis as required.

### Management and Oversight of the IMT Financial Administration for Service Contracts

- Management and oversight of the financial administration of IMT service contracts including the following processes:
  - Financial tracking/monitoring; update forecast
  - PO creation and invoice payment
  - Contract expiry and closure
  - Adhoc contract status reporting.

### Management and Oversight of IMT Divisional Budgeting and Forecasting

- Manage and coordinate the loading of the divisional budget with division head, and expenditure officers, including determination and understanding of budget line items for each business area/program code and allocation of voted and not-voted funding.

- Work with branches monthly to ensure understanding of department forecasts and impact on divisional forecast.
- Consolidate monthly department forecasts and create the divisional forecast.
- Complete monthly analytics to determine trends and recommend options to balance shortages and overages within the division ensuring that IMT funds are used to their maximum to deliver on the business of IMT across the GoA.
- Manage and oversee the monthly forecasting, including working with Expenditure Officers to determine and update forecast, understand forecast line items, and review forecast with division head for accuracy and overarching approval, review forecast with Expenditure Officers and obtain sign-off.
- Manage and oversee the sign-off and payment of all invoices, including coding and high-level review of invoices.
- Management and coordination of the capital spending, including, forecasts, and tracking of expenditures, regular review with divisional head, and coordination of funding requests and any reporting required by SARTR Finance and/or Treasury Board.
- Management and oversight of end of year activities, including accruals.

#### 7. Management of Financial Business Area

- Provide leadership and direction to a team of professional and administrative staff responsible for management of the Division finances.
- Maintain and demonstrate knowledge and understanding of core business and services provided and major initiatives and/or project being undertaken in IMT.
- Establish relationships with clients such as, SARTR SFO and Financial Team, Business Relationship Managers, Division Expenditure Officers, and leadership teams.
- Ensure processes are in place for providing value-added information to clients to support their decision making processes and enable them to focus on core businesses.
- Maintain open and effective communication with clients, staff, and stakeholders to ensure optimal support is provided to client departments.
- Ensure a work environment of encouragement and support to staff so they can develop and enhance the maintenance of strong client focus while performing assigned responsibilities.
- Promote knowledge and skill development (including cross-training) to support growth of staff, enhancement of client service levels, and flexibility relating to movement of staff among ministries in response to critical needs.
- Ensure that performance management and learning plans are effectively completed for all employees in a meaningful and timely manner.
- Oversee and ensure that divisional financial processes are reviewed, evaluated, and modified as required to ensure efficiency and value add to clients.
- Provide financial expertise and consultation services to division, where applicable, on related policies, procedures, and best practices.

This position places a high value on the quality of service provided to clients, partners and stakeholders. As part of the job responsibilities, the incumbent carries out the following:

- Works with other ministry, IMT management and senior IMT staff to develop and implement the overall strategy for the IMT Financials.
- Provides consolidated IMT line of business information required for decision makers across the GoA to make informed business decisions with regards to IMT and the services that it provides.
- Implements and maintains the IMT Financial processes and practices that directly impacts IMT related services for all ministries/sectors in the GoA.
- Works with internal stakeholders, executive management, consultants, functional managers and staff on a daily basis to determine IMT requirements, provide information and advice and lead projects to coordinate completions of their requirements.
- Works with external stakeholders, consultants/vendors, agencies and other ministries to promote service delivery responsibilities resolve disputes and obtain information and advice.

#### Problem Solving

Typical problems solved:

The Manager, IMT Strategic Financial Services Management is expected to manage all operational activities relating to the role while handling complex unstructured issues that impact the GoA at large and the business of

IMT.

IT shared services consumption billing, change order requests resulting in charge backs to ministries, costing of services, tracking of expenditures, and financial contract administration.

The position is required to ensure the day-to-day operational requirements are met while taking unique business needs and government policies and systems into account.

The position is also expected to ensure client satisfaction within a shared service environment. This requires balancing the needs of individual ministries and sectors with the overall goal of providing cost efficient services from a global GoA perspective.

The Manager IMT Financial Services also faces the challenge of streamlining IMT financial processes, and other related functions, ultimately creating opportunities for efficiencies and cost savings. The work of this position affects all ministries/sectors, the position has to ensure that forecasting, billing and payment issues are resolved and concerns addressed across the division.

Types of guidance available for problem solving:

Direct or indirect impacts of decisions:

## Key Relationships

Major stakeholders and purpose of interactions:

- ADM, SFO and Financial Services Division management and Enterprise Services Sector
  - Internal contacts can range from involving strategic and operational planning, budgeting/forecasting, specific project activity, and providing expertise, to simply providing updates of activity.
- Executive Management team
  - Discuss problems, solutions, and presenting information and make appropriate decisions.
- Enterprise Services Sector Directors and Management team
  - Discuss requirements, negotiate services, obtain cooperation, coordinate and initiate projects, provide information, resolve problems, exchange information.
- IMAGIS Team and Business Relationship Managers
  - Ensure services are monitored on a continuous basis, and that improvements are planned, coordinated and implemented.
- Other GoA Ministries/Sectors, SFO and Financial Services Divisions
  - Work with Ministries/Sectors to resolve issues, clarify and answer general and specific questions with regards to IMT Finance.
- Vendors and Suppliers
  - Work with vendors to resolve issues, clarify and answer general and specific questions with regards to invoices for the division.
- Agencies and other organizations external to Government
  - Exchange information, promote ideas, obtain and apply best practice information.

## Required Education, Experience and Technical Competencies

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

If other, specify:

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

- Extensive knowledge of accounting issues and principles, including a sound understanding of Generally Accepted Accounting Principles (GAAP) and Public Service Accounting Board (PSAB) standards.
- In-depth understanding of accounting policies, processes, and systems (including system relationships) used within the GoA.
- Proven understanding of financial analytics.
- Extensive knowledge in costing of IMT services.
- Knowledge and understanding of government ministries business processes and business requirements and how IMT can affect the delivery of their products or services.
- Sound understanding of all activities relating to the products and services offered by the GoA Domain.
- Sound understanding of the IMAGIS Financial module.
- The ability to prepare and present comprehensive reports to senior management.
- Must be client focused and have excellent interpersonal, communication and negotiation skills.
- Accounting designation or University degree in Commerce or Finance or an equivalent combination of education and experience.
- Practical knowledge of software such as Microsoft Office, Outlook Exchange, and IMAGIS Financials.
- Minimum of three years progressively responsible managerial experience with emphasis on demonstrated commitment to providing excellent client service.

### Leadership Skills:

- Leadership skills to lead staff and clients toward the vision of shared services in government.
- Demonstrated leadership ability to lead, manage, and supervise administrative staff resources performing diverse activities; this includes ensuring provision of required training, evaluating performance, and assisting to establish goals, objectives, and individual learning plans.
- Ability to maintain strong client / customer focus and teamwork orientation.
- Ability to build partnerships and relationships with clients, with emphasis on consultation, negotiation, and achieving consensus.
- Defines and communicates financial processes - IMT budgeting /IMT costing to government ministries.
- Reviews financial costing models and ensures verifiable information associated with the service costing.
- Coordinates with SARTR Financial services to define processes for the IMT Financials.
- Ability to complete complex financial analysis and provide strategic analytical advice to decision makers, including leveraging appropriate reporting and analytical models.
- Ability to lead policy implementation and change.
- Creative and strategic thinking ability to identify alternative practices with the goal of streamlining processes.
- Project management skills (ability to plan, set goals, and develop timelines and procedures for projects).
- Strong results orientation.
- High levels of initiative and organizational commitment.
- Excellent verbal and written communication skills to explain accounting and finance principles, policies, and processes effectively, clearly, and concisely.
- Ability to manage large work groups.
- Strong decision making and problem solving skills.
- Ability to influence in an environment of change.
- Excellent interpersonal, communication, and organizational skills.
- Ability to work with clients and stakeholders with a variety of concerns and requirements.
- Influence others with an emphasis on consensus-building in a cross-government environment.

## 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"> <li>Plans for how current situation is affected by broader trends</li> <li>Integrates issues, political environment and risks when considering possible actions</li> <li>Supports organization vision and goals through strategy</li> <li>Addresses behaviours that challenge progress</li> </ul> | <ul style="list-style-type: none"> <li>The ability to understand competing priorities across multiple stakeholders to assess the financial impacts across the division and be able to provide solid value based recommendations to senior leaders.</li> <li>The ability to understand rapid speed of changing technologies, the cost and time line for replacement in order to pro-actively address budgeting and forecast needs for short and long term strategies.</li> </ul>   |
| Creative Problem Solving | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <p>Works in open teams to share ideas and process issues:</p> <ul style="list-style-type: none"> <li>Uses wide range of techniques to break down problems</li> <li>Allows others to think creatively and voice ideas</li> <li>Brings the right people together to solve issues</li> <li>Identifies new solutions for the organization</li> </ul>                                      | <p>Challenges facing the manager include:</p> <ul style="list-style-type: none"> <li>determining how to collect, analyze and present complex financial information to meet requirements senior leadership and program managers, taking the perspectives and decision-making objectives of particular audiences or clients into account</li> <li>organizing financial accounting and reporting processes to meet new or evolving requirements, including the introduction of new accounting standards and interpretations</li> </ul> |
| Agility                  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <p>Proactively incorporates change into processes:</p> <ul style="list-style-type: none"> <li>Creates opportunities for improvement</li> <li>Is aware of and adapts to changing priorities</li> <li>Remains objective</li> </ul>  | <ul style="list-style-type: none"> <li>The ability to adapt and pivot to changing priorities in a fast paced environment while effectively leading a team of financial staff.</li> </ul>  |

|                   |  |   |   |
|-------------------|--|---|---|
|                   |  | under pressure and supports others to manage their emotions <ul style="list-style-type: none"> <li>• Proactively explains impact of change on roles, and integrates change in existing work</li> <li>• Readily adapts plans and practices</li> </ul>  | Create financial tools and processes that automate and streamline financial tasks, make financial information easily available for reporting, provides the ability to analyze financial impacts related to changing priorities and providing recommendations to stakeholders for decision making. |
| Drive for Results | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> | Works to remove barriers to outcomes, sticking to principles: <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> | <ul style="list-style-type: none"> <li>• The ability to manage the month end, quarter end and year end processes and deliverables</li> <li>• Manage the demands for three divisions for PO creations, invoice payment and forecast creation for multiple cost centers</li> </ul>                  |

## Benchmarks

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

## 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.