

Update

Ministry

Public Safety and Emergency Services

Describe: Basic Job Details

Position

Position ID

[Redacted]

character maximum)

Operational Change & Process Analyst

Current Class

Program Services 4

Job Focus

Corporate Services

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

[Redacted]

[Redacted]

Employee

Employee Name (or Vacant)

Vacant

Organizational Structure

Division, Branch/Unit

Financial Services, Bus Serv, Ent Primary Chg Adv.

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

[Redacted]

Manager, Bus Transformation

Manager (Zone 1)

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

2026-01-12

Responsibilities Added:

1. Program Policy, Procedure, and Workflow Support

New responsibilities include supporting program areas in reviewing, clarifying, and updating their program-level policies, procedures, and workflows. This also includes documenting current and future state processes to strengthen clarity and consistency.

2. Broader Change Management Application Across PSES

The role now applies people-centred change management practices to a wider range of ministry and divisional initiatives, not just enterprise systems. This expands the Analyst's advisory support across more operational contexts.

3. Process and Workflow Analysis

The updated JD introduces responsibilities for analyzing workflows and business processes to identify impacts, clarify steps, and support practical adjustments. This adds an operational problem_solving dimension not present in the earlier version.

5. Stakeholder Engagement and Facilitation

Facilitation now includes gathering information, validating impacts, and supporting process clarification sessions.

Responsibilities Removed:

None

Job Purpose and Organizational Context

Why the job exists:

This position reports to the Manager, Business Transformation. The position supports divisional and ministry-wide initiatives across PSES by applying people-centered change management practices, advising program areas through organizational and system changes, and supporting adoption and optimization of the 1GX enterprise system. The role also strengthens operational clarity by helping program areas review, clarify, and update program-level policies, procedures, and workflows so they reflect current and future state practices. Work is performed independently within established ministry frameworks and contributes to consistent, people-centered, and well-documented operational practices across the Ministry.

Responsibilities

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

1. Change Management Support

- Applies people-centered change management practices to ministry initiatives to support staff adoption of new or revised processes, systems, and procedures.
- Develops change management plans, communication materials, and readiness assessments tailored to program needs.
- Advises project teams and program areas on change impacts, risks, and mitigation strategies.
- Supports readiness by helping program areas understand operational impacts, engaging staff, and addressing concerns.
- Supports change activities across a broader range of divisional and ministry initiatives beyond enterprise systems.

2. Enterprise System Adoption (1GX and Related Projects)

- Supports ministry-wide implementation and optimization of 1GX and related enterprise tools.
- Works with program areas to identify business process impacts and ensure procedures and documentation reflect system use.
- Develops communications, guidance, and change materials that support consistent adoption of enterprise systems.

3. Program Policy, Procedure, and Workflow Support

- Supports program areas in reviewing, clarifying, and updating program-level policies, procedures, and workflows to strengthen consistency and usability.
- Assists with documenting current and future state processes to support operational clarity.
- Supports program document renewal using evidence-informed approaches and ministry standards.

4. Stakeholder Engagement and Facilitation

- Facilitates working sessions with program staff and SME's to gather information, validate impacts, and clarify processes.
- Builds relationships across divisions to support communication and coordinated change efforts.
- Prepares and delivers materials or presentations to support awareness and understanding of changes.

5. Analysis and Continuous Improvement

- Analyzes workflows and business processes to identify opportunities for improved clarity, alignment, and efficiency.
- Supports program areas in identifying impacts and practical adjustments that support adoption of changes.
- Conducts research and applies evidence_informed practices to support modernization and program_level improvements.
- Resolves issues related to inconsistent or outdated documentation.

6. Tools, Templates, and Documentation

- Supports development or refinement of tools and templates used for documenting processes, procedures, and change_related information.
- Contributes to improved usability and clarity of documentation as team practices evolve.

Problem Solving

Typical problems solved:

The position addresses challenges related to both change management activities and program-level policy, procedure, and workflow documentation. Typical problems include interpreting unclear or outdated program materials; helping teams articulate current and future-state workflows; and assessing operational impacts arising from organizational, process, or system changes, including those related to 1GX. The Analyst manages varying levels of readiness, competing priorities, and differing perspectives across program areas, recommending practical adjustments that support clarity, alignment, and adoption of change.

Types of guidance available for problem solving:

The Analyst works independently within established ministry frameworks, change management practices, and program-level documentation standards. Guidance is available through program subject-matter experts, project teams, and documented system requirements. The Manager provides support when issues involve sensitive stakeholder dynamics, cross-ministry implications, or potential impacts outside the program-level scope.

Direct or indirect impacts of decisions:

Decisions influence the accuracy and usability of program-level procedures and workflows, as well as the readiness and ability of staff to adopt new or revised processes. The Analyst's work contributes to consistent operational practices across divisions, smoother implementation of change initiatives, and improved understanding of workflow requirements. Indirectly, the position supports more efficient operations, better coordination across teams, and successful project outcomes by ensuring that program areas have clear, reliable information on how work is carried out.

Key Relationships

Major stakeholders and purpose of interactions:

Internal

Manager, Business Transformation: Priority setting and escalation support.

Business Transformation Team: Collaborative work on change and documentation initiatives.

Program Staff and SME's: Information gathering, workflow validation, understanding staff impacts.

Project Teams and Operational Leaders: Alignment on impacts and coordination of readiness activities.

1GX / ERP Support Teams: Partner to integrate system requirements into workflows and change supports, ensuring staff have accurate practice guidance.

Required Education, Experience and Technical Competencies

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

If other, specify:

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

- Post-secondary degree in a related field (Business Administration, Public Administration, Social Sciences, Communications, Human Ecology, Psychology).
- Experience applying people-centered change management in a complex organization.
- Experience supporting program-level policy, procedure, or workflow development.
- Experience facilitating change, process documentation, or readiness activities.
- Experience with 1GX or other enterprise system adoption is an asset.
- Knowledge of PSES operations and APS is an asset.
- Proficiency with Office applications and process mapping tools (Visio, Miro).
- Strong writing, facilitation, and communication skills.
- Ability to apply or learn structured methods (Prosci, Lean).
- Strong relationship building and human- centered engagement skills.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		

Systems Thinking	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Considers inter-relationships and emerging trends to attain goals:</p> <ul style="list-style-type: none"> • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences 	<ul style="list-style-type: none"> • Considers how documented processes, workflows, and change impacts connect across PSES program areas. • Anticipates how procedural updates or system changes (e.g., 1GX) may influence downstream operations. • Brings forward observations about broader operational impacts during change activities.
Creative Problem Solving	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices 	<ul style="list-style-type: none"> • Uses inquiry to help staff articulate unclear workflows or impacts. • Suggests practical options to improve clarity and consistency in documentation. • Applies multiple viewpoints to design user-friendly change approaches.
Agility	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines 	<ul style="list-style-type: none"> • Adjusts change and documentation approaches based on readiness and shifting priorities. • Maintains professionalism when encountering resistance or ambiguity. • Re-prioritizes effectively as timelines or ministry requirements evolve.

<p>Drive for Results</p>	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations 	<ul style="list-style-type: none"> • Manages multiple change and documentation workstreams independently. • Follows through on commitments related to change materials and workflow documentation. • Incorporates feedback and lessons learned into improved practices.
<p>Build Collaborative Environments</p>	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Facilitates open communication and leverages team skill:</p> <ul style="list-style-type: none"> • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others 	<ul style="list-style-type: none"> • Fosters open, respectful working sessions. • Encourages teams to consider diverse perspectives when updating processes. • Navigates differing viewpoints to build shared understanding and support adoption.

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.

Employee Name	Date yyyy-mm-dd	
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