

Working Title Operations Manager		Name	
Position Number	Reports to Position No., Class & Level EM2	Division, Branch/Unit Pharmaceutical & Supplementary Benefits Division, ADMO	Ministry Health
Present Class Manager 1		Requested Class Manager 1	Levels to Deputy Minister (Not including incumbent level) 2
Dept ID	Program Code	Project Code (if applicable)	

POSITION SUMMARY: Briefly describe the main purpose of the position, and why it exists for the most part (See Management Job Description Writing Guide [Page 7](#)).

The Pharmaceutical and Supplementary Benefits Division, with a budget of over \$2 billion and 160 staff, is responsible for overall governance and effective administration of the Alberta Health Care Insurance Plan and policy/program operations for government drug and other supplementary benefit programs. The Division ensures policies and legislation are relevant and support the governance of health insurance programs, and benefits are aligned with the department's mandate.

Reporting to the Assistant Deputy Minister (ADM), Pharmaceutical and Supplementary Benefits Division, the Operations Manager (OM) provides senior operational support and advice to the ADM in the management of the Division. The OM manages a comprehensive system of responses to urgent requests and briefings; leads and supports divisional planning activities; and facilitates the smooth operation of the ADM's office. To meet and fulfill the requirements and expected standards of the ADM, the OM provides advice and guidance to the Executive Directors/Directors and staff of the Division.

The OM manages and leads issues related to divisional operational processes, coordination and tracking of information and correspondence requests, approval of final documents and supports communications, business planning, etc. which enables the ADM to focus on strategic matters. The OM also provides advice and support to the ADM in interpreting and implementing divisional strategic and policy directions and monitors to ensure that such directions are carried out. The OM reviews and tracks daily priority items for follow-up, approval and or signature and provides frequent updates of items of attention to the ADM. The OM assesses issues and requests, determines their nature and priority, researches and coordinates supporting information and takes appropriate action. The OM is the final verification of correct content, quality, accuracy and process for items requiring approval on behalf of the ADM's office. The OM tracks and ensures management of periodic updates and dissemination of the ADM's office Divisional Process Guide, in addition to any operational process tools and resources developed on behalf of the ADM's office for the Division.

The OM liaises regularly with the Ministerial Correspondence Unit (MCU), Deputy Minister's Office (DMO), Senior Assistant Deputy Minister's Office (S-ADMO), divisional leadership and staff, and other areas such as Communications, Legal and Legislative Services, Contracts and Procurement, and other divisions, as appropriate. The OM provides direction or guidance to staff within the division on any process or AR related issues that may arise.

The OM also provides leadership and direction to other divisional staff, in addition to ADM office staff, on operational processes, including administrative matters for the Division and represents the ADM's office on project teams, committees and working groups, as required. On a daily basis this involves identifying, assigning and/or resolving issues on behalf of the ADM.

SPECIFIC ACCOUNTABILITIES: List the most important end results or outcomes of the position and how they are achieved. Each end result shows what the position is accountable for, within what framework and what the added value is. Normally a position has 4-8 core end results. For each end result approximately 3-6 activities should be described (See Writing Guide [Page 8](#)).

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1. ADM Office Management - ADM's office is appropriately managed to ensure efficient, effective and coordinated operations and outcomes.

- Provides leadership and coordination of day-to-day activities for the ADM's office.
- Develops, manages and evaluates operational management systems and processes, including administrative activities, to ensure Division business requirements are met, efficiencies are enhanced and compliance with ministry requirements.
- Identifies strategic operational management processes and issues, including administrative activities, with potential impact on the ADM's office and/or the Division; develops and recommends solutions and actions.
- Informs the ADM of the status of key initiatives, general administration and operations within the Division.
- Interprets ministry and government policies in a manner consistent with the direction of the Deputy Minister, ADM and ministry as a whole.
- Acts as a confidential aide to the ADM, recommending appropriate action regarding operational activities.
- Brings sensitive matters to the attention of the ADM, along with recommendations for resolution.
- Facilitates issue resolution between the DMO, other division ADM's offices and branches. In the absence of the ADM, is a primary contact for the DMO.
- Facilitates issue resolution with the MCU to ensure appropriate involvement of the DMO to resolve issues for the Minister's and Deputy Minister's signature.
- Promotes, develops and maintains effective communications, relationships and partnerships with internal and external clients to ensure appropriate and timely issues resolution.

2. Divisional/Office Administration Management – Provides guidance to administrative staff members within the ADM's office/Division to ensure outcomes are delivered in accordance with business plan goals.

- Provides leadership as to the standard expected of the ADM to the divisional support team (branch Executive Assistants and Administrative Assistants) and ensures divisional processes are clearly communicated and followed.
- Takes a systems approach to improving operational processes, including administrative activities, across the Division.
- Leads operational processes, including administrative activities, and planning, supports effective efficient operation of the divisional administrative team, communicates and clarifies divisional issues and priorities.
- Represents the Division on inter-divisional committees (e.g., to implement ministry and government-wide systems such as ARTS).

3. Divisional Response/Correspondence/Communications Management - Ensures that correspondence meets ministry standards, are accurate, timely and are routed appropriately.

- Oversees and tracks information/communication systems and processes to manage information flow and ensures all inquiries received in the ADM's office are routed appropriately, responses prepared, and issues addressed.
- Discusses priorities with Executive Directors when requests for information, briefings or decisions are required and recommends options for resolving conflicting priorities.
- Works with Executive Support staff to ensure meeting agendas and all communication is completed in a timely and professional manner.
- Coordinates and/or develops ministry responses to divisional matters that cross divisional lines and require a divisional perspective.
- Reviews documents, ensures quality, accuracy and consistency of content, assesses risks and prepares "alerts" to urgent or sensitive matters.
- Requests follow-up information or clarifications on behalf of the ADM and tracks responses from program areas.
- Receives DMO urgent requests for information and coordinates and facilitates fulsome responses and approvals of content within allocated timelines.
- Receives MCU, Intergovernmental Relations and other divisional requests for clarification or information and

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coordinates and facilitates timely responses and approvals within reasonable timelines.

- Liaises directly with the DMO to provide information and clarification on any matters, as appropriate, including ARs.
- Tracks progress of priority items and follows up on behalf of the ADM's office to ensure that deliverables are submitted on time and ready for ADM review and approval. Relays and provides feedback to program areas, ensuring timely quality deliverables.

Correspondence

- Reviews all incoming and outgoing correspondence for content, strategic positioning, consistency, accuracy, style and tone (as per ministry and ADM's office process guidelines) and ensure that follow-up is appropriately directed, within allocated timelines.
- Develops original correspondence of high quality, including memos for the ADM, Deputy Minister and Minister.
- Prepares divisional responses, as appropriate.

Action Requests (AR)

- Manages the AR process to ensure all briefings/correspondence/bulletins/memos succinctly identify the issues, meet quality standards and reflect the government/ministry's policy or position.
- Reviews ARs for content, consistency, accuracy, style and tone, ensuring adherence to the ministry policy (e.g. MCU guidelines and ADM's office process guide).
- Manages and oversees the production of ARs to ensure effective processes and timely results.
- Recommends to the ADM the approval/return of briefings on atypical/complex matters.
- Provides advice, guidance and direction to divisional staff for any AR issues or atypical or complex ARs.

Briefings

- Reviews, in a critical and analytical manner, all briefings prepared for ADM, Deputy Minister and Minister and ensures that recommendations are clear and consistent with other initiatives and/or sensitivities.
- Directly provides final edits and feedback for briefings and documents (letters, memos, powerpoints, etc.) to ensure quality standards are met, liaising with program areas and content experts as necessary to create a final product.
- Provides advice to Executive Directors/Directors on the clarity/completeness of documents intended for the ADM, Deputy Minister and the Minister and works with their offices to ensure they are aware of information requirements of the ADM and DMO.
- Reviews, in detail, all updates/status reports for the ADM and Deputy Minister ensuring that an 'outcomes' focus is present.
- Works directly with ADM and divisional leaders to finalize pertinent briefings, providing the final edits and coordinating approval of iterations, and ensuring submission within allocated timelines.

4. Division Liaison

- Develops and maintains effective relationships with internal and external stakeholders to ensure the outcomes of the Division are appropriately represented and are met.
- Provides effective temporary cover-off to Issues Manager position.
- Presents divisional information and AR, Alberta Connects and FOIP monthly statistics and operational process updates at divisional leadership team bi-weekly meetings.

5. Contract, Agreements and Grant Management

- Ensures sound contract, agreement and grant management practices for the Division in accordance with ministry and government policies, procedures and practices.
- Tracks annual grants and ensures timely submission for review by ADM's office and Deputy Minister's office.
- Communicates contract, agreement and grant procedures to divisional staff to ensure adherence to existing and updated submission processes.
- Coordinates and ensures accurate submission of contracts, agreements and grants on ARTS and communicates

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sensitive timelines to ensure timely approvals and signatures required.

- Reviews contracts for the ADM ensuring adherence to ministry and legislative requirements.
- Administers and monitors contracts and grants where required.
- Liaises with Finance and Legal and Legislative Services about potentially contentious issues.

KNOWLEDGE/EXPERIENCE: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, specialized techniques, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide [Pages 9-10](#)).

The OM requires expertise in current, effective practices in the areas of leadership, organizational development and administration. Knowledge and skills in the following areas are essential:

Knowledge

- A broad knowledge of all aspects of Ministry business and extensive knowledge and understanding of how government works, pragmatically and technically.
- A sound understanding of the strategic direction and priorities, as well as the processes of the department, government and other key stakeholders.
- General knowledge of department/government acts and regulations including the *Health Information Act*, fiscal planning processes and quality assurance principles.
- A sound knowledge of the Division's branches' key activities, priorities, programs and processes.
- A sound knowledge of the department and government business planning process.
- Strong familiarity and knowledge of MCU and DMO processes and guidelines, as it pertains to correspondence and general operations.

Skills

- Strategic and analytical thinking along with strong problem solving and conceptual skills.
- Strong attention to detail, editing and formatting skills for a variety of documentation and deliverables.
- Excellent communication skills (written, verbal, electronic).
- Excellent ability in Microsoft Office software, with particular expertise in Microsoft Word and PowerPoint programs.
- Strong leadership, team and interpersonal skills to establish and maintain effective working relationships.
- Proven experience working with executive and senior management, as well as elected officials and their staff.
- Strong ability to anticipate and assess division informational needs and design, develop and update key resource documents (e.g. Standard Operating Procedures, process guides, checklists) for reference and training purposes.
- Sound tact, discretion and diplomacy skills, to navigate potentially sensitive or challenging issues that may arise.

Qualifications

- Several years of progressively responsible experience, including project management, leadership and the ability to manage large volumes of information/details, adapt quickly and work under pressure.
- Completion of a University Degree in public business administration, social sciences, commerce, political science or related field supplemented with considerable progressively responsible experience in project management, leadership, working with executive and senior management, researching, editing and composing correspondence, reports and documents in government or a comparable environment.
- Experience: three to five years or equivalent combinations of education and experience.

LEADERSHIP AND BUSINESS KNOW-HOW: Specify the level of integration, organization and leadership skills required to produce the results expected of the position. Provide recent examples (See Writing Guide [Pages 10-11](#)).

The OM facilitates relationships and effective management of issues with the ADM, the DMO, the Minister's Office, other ministries, external stakeholders and senior staff within the Division.

Independently facilitates the resolution of as many issues as possible without involving the ADM and before the issue escalates (in most cases the incumbent is the first point of contact in the Division with the Deputy Minister/Minister/other ADM offices). The OM independently exercises discretion when preparing divisional responses and when deciding what needs to be reviewed or approved by the ADM. When the ADM is out of the office, the OM makes decisions to move things forward on behalf of the ADM. Acts as the ADM representative at internal meetings and speaks on behalf of the ADM.

Provides advice and guidance to branch Executive Directors/Directors within the Division in terms of carrying out the ADM's priorities and expectations. Discusses priorities with branch Executive Directors/Directors when requests for information, briefings or decisions are required and recommends options for resolving conflicting priorities.

The OM provides leadership regarding the manner in which the ADM, Deputy Minister and Ministry is positioned and represented in correspondence, briefing notes and meetings with both internal and external stakeholders.

The OM is a team builder who has a solution focus and creates, supports and sustains an environment that promotes staff motivation.

PROBLEM SOLVING: Describe difficult or challenging situations the position is typically expected to solve; the degree of originality of the solutions; and the assistance available (See Writing Guide [Pages 11-12](#)).

One of the major challenges for this position is the wide range/variety and volume of daily issues which can come from internal operations or external stakeholders/public. There can be a significant amount of ambiguity and political sensitivity to the many issues which have to be dealt with on a daily basis.

Another significant challenge is identifying priorities when "everything is a priority" and these priorities can rapidly change in a fast paced work environment.

In both these challenges the OM must be able to establish effective relationships, communicate effectively, be a strategic thinker, exercise sound judgement, establish practical solutions, always be flexible and stay calm to resolve issues in the midst of competing demands.

Facilitates the resolution of issues (e.g. provides immediate responses to the DMO, Communications, etc.) requiring research, problem solving, consultation skills and sound judgement within tight timelines and in a fast-paced environment.

Gains the cooperation of others in the Division to work together to resolve issues in the midst of competing priorities and interests. This is dependent on the OM's ability to establish effective relationships and partnerships and demonstrated knowledge of divisional and corporate issues and sensitivities. The challenge is to cultivate a sense of shared responsibility across the Division for outcomes.

Development of systems and processes across the Division that are in the best interests of the Division but also link with and support corporate needs; for example, effective AR processes that eliminate delays and meet deadlines.

Assistance Available - this position may consult with the ADM, Executive and Senior Managers in the Division or the DMO.

RELATIONSHIPS/CONTACTS: Identify internal and/or external clients, partners and stakeholders with whom your position communicates and indicate the frequency, purpose and nature of the contact (i.e. how they are affected by recommendations, decision-making and action(s) taken) (See Writing Guide Pages 12-13).		
Clients	Frequency	Nature and Purpose of Contact
Internal		
Minister's Office	As Required	Provide prompt and accurate service on a number of issues; problem resolution, collaboration, share information.
Associate Minister's Office	As Required	
Deputy Minister's Office	Daily	
ADM, Executive Directors and Directors	Daily	Problem resolution and provide direction, advice and guidance to branch Executive Directors and Directors in terms of carrying out the ADM's agenda.
Other ADM offices or Division staff	Daily	Problem resolution, collaboration, share information.
Ministerial Correspondence Unit	Regularly	AR content, assignment.
Health staff	Regularly	Sharing experiences and information to foster a broader knowledge base and comprehensive approach to requests.
External		
Other government ministries	As Required	Provide information, problem resolution, collaboration.
Alberta Health Services	As Required	Providing information, clarification, collaboration, contact or direction.
General public	As Required	Provide information.
Service providers/industry/academia/patient organizations/NGOs	As Required	Provide information.

IMPACT AND MAGNITUDE OF JOB (SCOPE): Identify how the position directly affects results, and the extent to which stakeholders are affected by those results. Provide recent examples (See Writing Guide Pages 13-14).
<p>This position is accountable for assessing and coordinating extremely sensitive, confidential and/or controversial matters that have an organizational impact. This position provides a wide variety of advice, support and information to the ADM on issues relating to all areas of organizational management.</p> <p>This position regularly deals with complex issues and problems that vary considerably and at times are unprecedented. Determining options and solutions requires a very high degree of analytical, interpretive, evaluative and creative thinking. The position operates in an environment that is often unknown and unstructured requiring thinking at the broad concept level with few guidelines and minimal tangible direction being available.</p> <p>The OM operates under broad and general direction of the ADM in terms of results and outcomes. The position translates this general direction into specific deliverables over the medium and long term (i.e. one or more fiscal year timelines on a particular project or initiative, developing policies/guidelines, etc.).</p> <p>The consequences of action for this position are significant and can impact the organization at all levels and the clients served by the ministry. Insufficient attention or inappropriate decision making would result in negative consequences for the ADM, Divisional management and the ministry as a whole.</p>

CHANGES SINCE LAST REVIEW: Identify significant changes, that have impacted the major responsibilities and accountabilities assigned to your position since the last review (See Writing Guide Page 14).

COMPARABLE POSITIONS: List comparable GOA benchmarks (See Writing Guide Pages 14-15).
<ul style="list-style-type: none"> ▪ M410-17 – Manager, Municipal Excellence, Municipal Affairs and Housing ▪ EA to the ADM, Education ▪ EA to the ADM, Service Alberta ▪ M4100-Manager, ADM's Office, Health Workforce Division, Health