

New

Ministry

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Requested 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

Job Purpose and Organizational Context

Why the job exists:

The mandate of the Ministerial Correspondence Unit (MCU) is to support the Minister, Deputy Minister (DM) and the department in communicating the Government of Alberta's economic and financial strategies, policies and budget decisions to Albertans, elected officials, Agencies Boards and Committees, and other stakeholders.

The Manager is responsible for leading and ensuring that all ministerial correspondence is completed in a timely manner and is consistent with types of correspondence (e.g., developing responses to letter writing campaigns, reviewing all Action Requests (ARs), writing and editing ARs) and within established standards (e.g., style, tone, and accuracy of content and format). Likewise, ARs consisting of briefing notes, appointment packages, Cabinet reports and Ministerial Orders receive MCU editing and managerial review before being reviewed by the DM and/or Minister.

The Manager reports directly to the Director, Executive Operations (DEO), and works closely with the Deputy Minister's Office (DMO), Minister's Office, Communications, Assistant Deputy Ministers' Offices (ADMOs), and other ministries to ensure quality correspondence is completed with attention to content, accuracy and format.

This position manages AR editing, processing, non-content specific writing, packaging, and delivery of

correspondence and the tracking of routine correspondence through MCU. The department style guide is maintained and overseen by the Manager. The Manager also provides advice on information requested by other departments, and fosters effective relationships with all divisions so that ARs move through channels to the MCU and through to the Minister's Office as effectively as possible. This includes the provision of outreach/advisory services on ARTS protocol/procedure and the development and delivery of writing training as needed.

The Manager also identifies emerging trends to senior leaders that have the potential to impact the ministry and participates in the development of responses, new or revised processes, or development of responses.

Responsibilities

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

- 1) Manage the assigning, completion, editing, review and submission of all Action Requests in TBF.
 - Review and approve correspondence drafted or edited by the team
 - Manage the approval process between divisions and the DMO and MO
 - Provide clarification on AR instructions and feedback when necessary (conduit between department and MO)
 - oversee the management of the MCU shared email for web submissions
 - liaise with divisions on sensitive issues where ARs are returned for revision
 - respond to complex or sensitive questions or requests from MO
 - ensure timelines and processes and standards are clearly established, communicated and met
 - oversee the preparation of final AR packages
- 2) Maintain sound working relationships with all divisions, the DMO and the MO, to facilitate the completion of ARs in a consistent manner in line with ministry and GoA standards and expectations.
 - Work with ADMs and issues managers across the department to develop and foster excellence in content and respect for timelines
 - Manage the development and delivery of training on AR processes, writing for government, and communication fluency, ensuring specific divisional needs are addressed
 - Provide assistance and feedback to DEO in all AR related issues
- 3) Emerging trends and issues identified through correspondence requests and responses to ARs are identified in a timely manner to inform decision making and response.
 - Report weekly on category trends in correspondence
 - Maintain awareness of relevant news and government actions that would necessitate the revision of standard responses
 - Keep abreast of current events that might necessitate expansion of key messaging, review by Communications, redrafts for more input than initially requested
- 4) Team operations and engagement are the responsibility foremost of the Manager, and consistent and constant oversight is required to foster and maintain excellence of product and open and generous cooperation with all members of the department.
 - Coach and support the professional development of team staff in a positive and productive environment based on the GoA core values
 - Develop MCU operational plans, and monitor ongoing achievement of identified goals and priorities
 - Monitor balance of work to maintain a sensible workflow for every team member
 - Prevent bottlenecks
 - Participate as a "working/editing manager" given the relative size of the team
 - Provide regular celebrations of goals reached
 - Participate in branch (DMO) planning and reporting, and deliver relevant information to MCU team in a timely manner
 - Provide an open door policy, as well as organizing regular one-on-ones with every team member
 - Monitor and protect the calm and quiet environment required for close work editing.

Problem Solving

Typical problems solved:

A clear and consistent voice for the material produced by the department must be achieved (including formatting and presentation of briefings and messages) while understanding the specificity of language required of very different divisions under the TBF umbrella. Also, when changes occur in MOs or DMOs, or in leadership all the way to the top, the changes that occur in templates and requirements needs to be communicated down the line. It is the Manager's responsibility to be on the look out for old formatting sneaking through, and educate the divisions in why the change (which can often appear arbitrary or fanciful) needs to be adopted. This includes word choice idiosyncrasies, sign offs, layout of briefings, etc.

It is also the Manager's role to prevail in terms of remaining informative and non-political in messaging, which can sometimes be awkward when a new Minister's Office staff begins.

Types of guidance available for problem solving:

Guidance is provided by existing legislation, GoA frameworks, policies, processes for evaluation and previous ARs. The DEO and other managers across the GoA also provide guidance and assistance. Existing precedent can often be applied, but the Manager is responsible for providing options and recommended solutions to content experts and ADMs more comfortable with previous methods. All sensitive situations can be discussed with the DEO.

Direct or indirect impacts of decisions:

The Manager influences the public perception of the ministry's policies and initiatives. The strategies and processes that are developed by this position have a significant impact on the overall public perception of the Minister and the Ministry, especially as regards comprehensive information and timeliness of responses. The Manager is responsible for keeping the DEO apprised of trends in correspondence and major issues as they arise.

Authority is granted to the Manager to decide whether input to other ministries requires DM review, or can go signed off by an ADM.

The Manager is the conduit for divisions to inquire or inform the Minister's Office of any issues related to correspondence.

Key Relationships

Major stakeholders and purpose of interactions:

MCU team (daily) - manage team operations, support ongoing development of staff, guide resolution of complex cases.

DEO (daily) - raise awareness of significant and emerging issues and participate in their resolution. Assist in creation of ARs, tracking of briefings for Minister/Deputy Minister meetings, provide capacity for larger scale issues in the DMO.

Minister's Office (daily) - report on trends in correspondence, raise awareness on emerging issues and participate in their resolution, ensure correspondence reaches the offices within expectations, review correspondence and briefings they wish updated or redrafted - making the minor changes or reworking due dates should they need to go back into the department, return and close telephone actions with a brief synopsis, liaise with them to identify and adapt to their priorities and changes in style.

MCUs in other ministries (as needed, daily) - accept and deliver requests for input and negotiate timelines for such, participate in cross-ministry initiatives, share information and best practices, attend quarterly managers' meeting, align processes with others' when appropriate.

Divisions within ministry (daily) - open and maintain pathways for communication between MCU and the divisions, liaise with ADMOs, EDs and content experts to assist in providing timely and accurate input, provide targeted writing workshops when requested, be available to answer questions of usage, grammar, tone, MO desires, and liaise to request cancellation of responses to complex clients.

Required Education, Experience and Technical Competencies

Education Level

Focus/Major

2nd Major/Minor if applicable

Designation

If other, specify:

Four years of supervisory experience, other degrees (requiring strong writing component) equivalencies.

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

- A masters degree would be desirable, given the writing focus of the role.
- A strong understanding of how language and tone affects messaging.
- Thorough knowledge of GoA political and policy decision making processes and the impact they can have on correspondence and messaging.
- Thorough knowledge of ministry programs, policies, legislation, issues, and operational structure and related responsibilities of the department.
- Excellent writing, editing skills and abilities, with an understanding of CP Style, proper English grammar, plain language and Alberta government writing styles.
- Superior written and oral communication skills with staff and executive members of ministry.
- High level of tact and diplomacy when dealing with editorial changes, and timely requests.
- Expertise in the Action Request Tracking System, AR processes and standards across government.
- Thorough knowledge of ARTS processes, guidelines, templates, and standards.
- Knowledge of the expectations and processes for various types of GoA correspondence and responses.
- Ability to research and analyze and compile relevant information concisely and efficiently.
- Strong attention to detail.
- Extensive experience in negotiation, liaison and conflict resolution.
- The skill and serenity to prioritize requests, manage workloads and exercise sound judgment in a politically sensitive environment, often under tight timelines and high volume conditions.
- Ability to initiate change in process and standards.
- Highly developed organizational and time management skills relating to work tasks, projects and people.
- Knowledge of different approaches for performance measurement and evaluation.
- High level of awareness of current affairs and issues facing the GoA and ministry.
- High level of political acumen.
- High level of awareness of current affairs and issues facing the GoA and ministry.
- Knowledge of ministry and GoA requirements for records management.

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 type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Creates an open environment of communication: <ul style="list-style-type: none"> • Promotes sharing of expertise • Initiates strategic communication systems • Anticipates and addresses potential conflict areas • Inspires with a bold, complete and shared vision • Leads cross-functional collaboration 	The MCU manager must build and maintain relationships across the ministry and government to enable best practices, accurate messaging and timely delivery.
Agility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Creates an adaptable environment: <ul style="list-style-type: none"> • Fosters agility, proactive and flexible practices • Leads and creates 	Is able to shift between priorities as circumstances evolve and deadlines change, all the while maintaining an open attitude to all

		<p>momentum for change</p> <ul style="list-style-type: none"> • Champions plan of action and overcomes barriers through proactive anticipation • Quickly understands and reacts to environment, establishing flexible culture 	<p>members of the team. Understand nuanced detail and keep abreast of widely different topics in a single day.</p>
Drive for Results	○ ○ ○ ● ○	<p>Works to remove barriers to outcomes, sticking to principles:</p> <ul style="list-style-type: none"> • Forecasts and proactively addresses project challenges • Removes barriers to collaboration and achievement of outcomes • Upholds principles and confronts problems directly • Considers complex factors and aligns solutions with broader organization mission 	<p>Anticipate where additional supports or extra time may be required for excellent results and negotiate such.</p> <p>Provide style guide and writing assistance to divisions as requested.</p> <p>Explore methods to improve excellence of product at all times.</p> <p>Instill pride in team for the value add they provide.</p>
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>Examine and identify when existing standards, templates, style guides or methods require updates or revisions.</p> <p>Develop staff to become agile and adaptive. Also promote the development of staff to move upward in their own careers.</p>
Develop Networks	○ ○ ○ ● ○	<p>Makes working with a wide range of parties an imperative:</p> <ul style="list-style-type: none"> • Creates impactful relationships with the right people • Ensures needs of varying groups are represented • Goes beyond to meet stakeholder needs • Ensures all needs are heard and understood 	<p>Build social capital with other MCU managers to ensure timely input when our ministry requires it. Provide accurate and timely input and responses, enhancing the reputation of the ministry within government.</p> <p>Be available as a sounding board to other MCU managers.</p> <p>Be available to DMO for extra capacity.</p> <p>Be available to content teams and ADMs to</p>