New

Ministry

Public Safety and Emergency Services

Describe: Basic Job Details

Position

Position ID

████████████████████

Position Name (30 characters)

Issues Manager

Requested Class

Manager (Zone 2)

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code   Cost Centre   Program Code: (enter if required)

████████████████████████████████

Employee

Employee Name (or Vacant)

████████████████████████████████

Organizational Structure

Division, Branch/Unit

Deputy Minister's Office

☐ Current organizational chart attached?

Supervisor's Position ID   Supervisor's Position Name (30 characters)   Supervisor's Current Class

████   Chief of Staff   ████████████████

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

This position anticipates issues and identifies solutions related to those issues, requiring a comprehensive knowledge on a broad range of issues related to Public Safety and Emergency Services. The Issues Manager must understand, analyze and convey complex information to the Minister's Office, ADM offices and ministry staff. The Issues Manager is responsible for the development and coordination of ministry information/reports, including ministerial information requests, meeting/event recommendations, briefings, correspondence, inquiry responses, and other reporting statistics that support the strategic decision making process for executive management. The Issues Manager also analyzes and integrates information produced by ministry staff to ensure that information products related to operations, programs and services, policies and initiatives, align with ministry and government priorities. Ability to change directions quickly and re-prioritize activities in a high volume, highly complex and fast paced environment is essential attribute of the position. This position includes a strong component of strategic issues management and coordination working closely with the Deputy Minister's Office, Ministry Correspondence Unit, other executive offices, as well as ministry staff on key background documents to support government decision making on and to provide direction on information products to ensure they are accurate and meet the needs of the Minister and DM.

The outcomes of this position directly impacts the service and information provided to ministry stakeholders. The position will act for the Chief of Staff as needed.

Responsibilities

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

Strategic Issues Management:
• Manage and oversee a comprehensive system of responses to urgent and emergency issues and to anticipate future issues, potential implications and identify solutions related to these issues. Works with the Chief of Staff, Ministry Correspondence Unit, and with ADMs offices, Divisions, and Branches.
• Anticipates, identifies, detects and analyzes relevant issues and ensures the division is responding appropriately by assisting with the development and management of appropriate plans, approaches and strategies. When issues arise, identifies the appropriate areas of the department or ministry required for development of responses, that appropriate processes are followed, and that the work is completed within appropriate time frames. Advises Chief of Staff on unique or highly political/sensitive situations that may require additional resources or assistance in developing responses.
• Manages preparation of briefings and other materials for the Chief of Staff and complex and sensitive documents to inform planning and decision-making.
• Working with division representatives to resolve issues prior to requiring Chief of Staff attention and/or intervention as appropriate.
• Ensures the Chief of staff is aware and briefed as to emerging issues, proposed solutions and action to resolve issues
• Acts as a broker on the issues between the Deputy Minister's office, and other division AOM's offices. Manages requests on an urgent basis or resulting from meetings and committees, including those originating from the ministry Executive Committee meetings.
• Deals effectively with politically sensitive issues raised including providing accurate and timely information and balancing confidentiality provisions, program and service integrity and the needs of clients and stakeholders.

Information Management:
• Develops or supports the development of strategic information products, including ministerial information requests, event/meeting recommendations, briefings, correspondence, inquiry responses, and reporting products to inform Minister's Office, ADMs' Offices and ministry staff.
• Provides and ensures briefings and correspondence succinctly identify the issues, meet quality standards, and reflect the government/department's policy or position.
• Advises, responds to and provides support on inquiries to the Minister as required on issues and other requests.
• Analyzes and integrates information produced by ministry staff to ensure information products related to operations, policies and initiatives align with ministry and government priorities. Recommends to the Chief of Staff the approval/return of briefings on complex matters.
• Prepares briefings as required.

Problem Solving

Typical problems solved:

The Issues Manager is continually faced with situations involving ambiguity and must exercise extensive judgment and problem solving skills to support the Chief of Staff to balance priorities and achieve the needs of the ministry, divisions and branches along with external stakeholders. The nature of the issues that are presented range from the day-to-day issues arising from ministry operational issues to emergent issues arising from the Deputy Minister or Minister's Office.

This position is relied on to anticipate, detect and access complex issues to determine their level of urgency and provide leadership to others in developing associated approaches for resolution.
• Issues are complex, diverse and often politically sensitive, and can range from day-to-day operational concerns to those associated with policy and procedures.
• Resolution of issues in the context of considerable consultation and/or the absence of the Chief of Staff.
• Gaining the co-operation of others in the department to work together to resolve issues in the midst of competing priorities. This is dependent on the Issues Manager's ability to establish effective relationships and demonstrate knowledge of Branch and Ministry issues and sensitivities. The challenge will be to cultivate a sense of shared responsibility across the ministry for outcomes.

- Provision of immediate responses to the Minister's office requiring research and problem-solving skills, and sound judgement within tight timelines and the ability to remain calm under pressure.
- The need to identify priorities when everything is a priority.
- The Issues Manager functions within the context of established policies, statutes, directives, and guidelines, with key pieces of legislation setting parameters for the work including the Financial Administration Act, Government Organization Act, Public Service Act, Government Accountability Act, Freedom of Information and Protection of Privacy Act, and various ministry-specific acts and regulations

Types of guidance available for problem solving:

The Chief of Staff is available to clarify broad goals, objectives, and priorities, with the position delegated extensive authority to determine approaches to responsibilities.

Direct or indirect impacts of decisions:

The strategies and processes that are handled and implemented by this position impact the operational accountability of the Chief of Staff, the Deputy Minister and the Ministry.

The Issues Manager contributes in concert with the Chief of Staff in meeting the goals of the DMO. Quality of work is determined by ability to operate independently to identify ongoing and emerging issues, and propose and execute appropriate solutions to achieve business goals of the department and the GoA. Accountability and affect is high because of the scope and impact of this position in dealing with all areas of the department and the MO. Examples of stakeholders affected by the outputs from this role include:
- The MO, DMO and Ministry Executive Team and their divisions
- Other GoA ministries including the Premier's office and MLAs
- External stakeholders including reporting entities of the Ministry

Key Relationships

Major stakeholders and purpose of interactions:

Minister's Office - Disseminate information, provide strategic advice and/or direction or referral and coordination of priorities and projects
DMO - Disseminate information, provide strategic advice and/or direction or referral
ADMO and line area staff, including senior management - Working with Issues Managers, Executive Assistants and line area staff to obtain responses for information products, briefings, correspondence and other information requests.

Required Education, Experience and Technical Competencies

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

If other, specify:

Degree in Social Sciences, business/commerce or other related field

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

Sound understanding of the department's mandate, priorities, business, goals, strategies, relevant policies, legislation, regulations, and organizational structure, including a thorough understanding of government and ministry strategic directions and business goals as they relate to the division mandate.
- Specific knowledge of department/government planning processes and requirements as well as Minister and Deputy Minister correspondence guidelines.
- Excellent written and oral communication skills and the ability to convey complex information in a clear and concise manner
- Ability to exercise a high degree of independent decision-making in applying professional standards, judgment and objectivity in dealing with sensitive and complex. issues.
- Critical thinking and problem solving skills, including the ability to identify and analyze multi-faceted issues, and develop solutions to issues and information requests.
- Strong strategic thinking skills, including the ability to understand the "big picture" and how the work of the divisions aligns together and how this aligns with ministry and government priorities.
- Strong leadership and relationship building skills to work with internal and external stakeholders.
- Excellent organizational skills and ability to prioritize multiple assignments, activities, competing demands and responsibilities on a daily basis are necessary.

• Strong interpersonal skills, including negotiating skills to find ways to ensure information requests arehandled by appropriate department resources within set timelines.
• Sensitivity to the political environment to note trends and issues that may impact decisions at the OMO level.
• Ability to design mechanisms and process to transfer strategic issues and information to divisions.
• Ability to identify and mobilize department resources to address issues within short time-lines;
• Ability to work well in a high pressure, fast-paced environment and to remain calm under pressure;
• Ability to work both independently as well as in a team environment with minimal supervision;
• Excellent research skills to verify information requests and information produced by the divisions, as well as research related to trends and issues;
• Excellent attention to detail;
• Superior communication skills (verbal, written and electronic);
• Diplomacy, judgement and tact

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level A B C D E	Level Definition	Examples of how this level best represents the job
Systems Thinking	○ ○ ◉ ○ ○	Takes a long-term view towards organization's objectives and how to achieve them: • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration	
Creative Problem Solving	○ ○ ◉ ○ ○	Engages the community and resources at hand to address issues: • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks	
Develop Networks	○ ○ ◉ ○ ○	Leverages relationships to build input and perspective: • Looks broadly to engage	

| | | stakeholders
• Open to perspectives towards long-term goals
• Actively seeks input into change initiatives
• Maintains stakeholder relationships | |

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.