

New

Ministry

Technology and Innovation

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Branch Coordination and Issues Advisor

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:

Reporting to the Executive Director of Privacy, Policy and Governance, the Branch Coordination and Issues Advisor (Advisor) works closely with the Executive Director and branch leadership to manage critical and emerging issues through project management, strategic communication, and issues management.

As the primary link to emerging issues and activities, the Advisor ensures situational awareness across the branch. This role collaborates with internal and external stakeholders to assess and prioritize issues, research and coordinate supporting information, and develop appropriate responses.

The Advisor also leads and coordinates ongoing branch operations, with a focus on project management and strategic oversight. Key responsibilities include developing, documenting, and evaluating tracking and reporting mechanisms to support branch priorities.

In addition, the Advisor conducts environmental scans, provides analysis, and supports ongoing issues management to ensure effective delivery of programs and frameworks within the branch's mandate. This includes preparing

briefings and recommendations, initiating and coordinating responses, and delivering strategic messaging in a timely manner at the request of branch leadership.

This position plays a critical role in establishing, implementing, and monitoring effective issues management and communication processes. The Advisor operates under high-pressure situations to provide timely, accurate advice on current and emerging issues, ensuring efficient and effective information dissemination. A strong understanding of communications, policy, and departmental structure is essential, along with the ability to connect these elements to all aspects of program delivery.

The Advisor serves as the key branch contact for the Executive Director in responding to the Assistant Deputy Minister's Office (ADMO) and other divisional branches, working closely with branch staff, the Executive Director, and the Issues Manager in ADMO.

Responsibilities

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

- Specific accountabilities include:
- 1) Manage the development and implementation of project activities supporting branch operations.
 - Develop/execute comprehensive project plans that align with the branch's strategic direction.
 - Oversee the planning and tracking of progress for branch initiatives.
 - Use project management tools like Gantt charts to track progress and ensure timely delivery.
 - Identify potential risks and develop mitigation strategies to address them.
 - Work with Directors to develop critical paths for key projects and follow-up with directors to ensure timelines are met.
 - Provide regular communications to the branch management team on the progress and achievement of performance measures relative to operational/business planning goals and objectives.
 - 2) Lead the development of core branch functionalities
 - Lead the development and communication of key reporting requirements for branch activities.
 - Track major branch initiatives to ensure timely progress; follow up on action items identified by the ADM to the Executive Director.
 - Prepare weekly branch situation reports, highlighting priority issues and information.
 - 3) Participation on the branch management team:
 - Identify and prioritize risks, challenges, and issues and recommend strategies to support the branch and division in achieving successful outcomes.
 - Share information gained from staff learnings and interaction across the Ministry and the GoA.
 - Research trends and identify best practices; providing assessment of impact and application/implementation.
 - Ensure the Executive Director and branch leadership team members are kept informed on issues affecting their respective areas.
 - Lead and support other projects as required by the Executive Director or branch leadership team.
 - Attend meetings on behalf of the Executive Director and branch, as required.
 - Represent the branch on appropriate departmental committees and attend branch management

meetings.

4) Primary communication liaison for the branch (internal and external):

- Establish, implement, integrate, and monitor effective communication processes and information management systems to manage the flow of information and inquiries that are received, ensuring inquiries are routed appropriately, responses prepared, and issues addressed.
- Collaborate with branch staff to support the coordination and integration of activities across program areas and branches and ensure the branch leadership team is informed of significant developments, emerging issues, or concerns in the day-to-day operations of the branch and division.
- Ensure response and project documents are completed on time and meet the writing standards established by the ADM, DM and Minister's offices.
- Coordinate information from various staff members, other government departments, agencies, and stakeholders into an integrated and comprehensive response to queries.
- Work with the ADM's office to implement consistent and efficient processes to respond to all requests for information.

5) Support the branch in achieving the mandate and goals of the department:

- Work with the branch directors and branch leadership team to provide input and recommendations relating to issues, opportunities, and challenges associated with branch operations.
- Coordinate meetings for the Executive Director.
- Work closely with the Executive Director and branch leadership team to determine key priorities and goals for the year.
- Work with the branch leadership team in the development and ongoing review of the branch operational plan (i.e. quarterly reporting updates).
- Participate in committees, teams, and working groups to promote thoroughness, strategic awareness, and consistency in management of issues.
- Review key branch documents and plans as required from a strategic issues management perspective.

6) Research and track critical and emerging issues:

- Remain current and informed as to Ministry issues, proactively recommend and provide an evaluation of issues and potential strategies to resolve issues.
- Ensure briefing information is succinct, accurate, identifies potential risks and issues for the department and is delivered within timelines.
- Anticipate and identify emerging issues; manage and maintain communication/information on existing/legacy issues.
- Ensure that the ADMO is aware of potential issues that may be of interest to the media or may receive political attention (e.g. in session).
- Prepare, analyze, and communicate action request metrics quarterly to branch leadership team; identify trends and/or opportunities for workload planning.

Problem Solving

Typical problems solved:

The Branch Coordination and Issues Advisor operates within a well-defined strategic framework, yet exercises a high degree of judgment and analytical thinking to resolve a wide range of complex and often sensitive issues. The role requires strong project management skills and the ability to translate technical content into plain language to synthesize diverse information, anticipate the impact of branch initiatives, and support decision-making aligned with ministry priorities. Working in a dynamic environment with shifting priorities and tight timelines, the Advisor works with the branch managing short-, medium-, and long-term tasks. The position interprets and articulates strategic direction from the Executive Director and ministry plans, translating complex policies and processes into clear, actionable insights for stakeholders. It also involves coordinating projects that balance branch goals with competing stakeholder interests, and developing solutions to operational and system-level challenges while considering financial, personnel, and organizational constraints.

Types of guidance available for problem solving:

The Branch Coordination and Issues Advisor receives primary guidance from the Executive Director and branch leadership, while also engaging with other stakeholders on highly collaborative tasks. This work demands extensive coordination across units and the ability to identify indirect or less obvious impacts. The Advisor is responsible for developing options and solutions for senior and executive leaders that minimize costs and negative consequences while maximizing integration and alignment. Success in this role depends on strong working relationships and the ability to balance branch priorities with those of the ministry and broader Government of Alberta.

The position requires a high degree of flexibility and adaptability to respond to shifting priorities and direction from senior officials. A key challenge is combining advanced content expertise with technical and project management skills in a fast-paced environment, while managing a dynamic team, navigating sensitive and diverse stakeholder contexts, and translating complex systems into clear, actionable communications. The Advisor must also coordinate projects that reflect branch goals, analyze systemic issues, and develop solutions that consider financial, personnel, and organizational constraints.

Direct or indirect impacts of decisions:

The Branch Coordination and Issues Advisor provides day-to-day project and issues management support to the Executive Director and branch directors, contributing to the identification of risks and priorities for planning. Branch colleagues are directly impacted by the development of documentation that supports cross-team standards and continuous process improvement. The advice and direction provided by the Advisor carry significant implications both within the unit and across a broad range of external stakeholders. This work requires extensive collaboration across the branch and with external entities, along with the ability to anticipate indirect impacts. The Advisor must develop well-informed options and solutions for senior and executive leaders that balance branch priorities with broader ministry and government objectives. Flexibility and adaptability are essential, as priorities may shift quickly in response to direction from the ADM or other senior officials.

Key Relationships

Major stakeholders and purpose of interactions:

The position will have ongoing and regular contact with a variety of staff and external stakeholders regarding implementation, maintenance, and enhancement of programs/initiatives, as well as providing branch staff with the tools and knowledge to enable effective communication and issues management.

Executive Director, management and staff: To provide information, training, advice, direction, and problem solving pertaining to current and emerging issues, initiatives, and activities in the branch, operational business plans and strategies, and development and distribution of branch communication materials.

Division and Ministry senior representatives (e.g. Assistant Deputy Minister, ADMO staff): The PIC is the ADM's office's primary link to emerging issues and activities in the branch.

Ministry specialists: To share and exchange information and collaborate on training/information sessions.

Required Education, Experience and Technical Competencies

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

If other, specify:

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

Leadership & Relationship Building
 -Ability to lead diverse initiatives and projects.
 -Build and maintain productive relationships across the branch, division, ministry, GoA, and external partners.

Project & Change Management
 -Strong project and change management skills to ensure timely and efficient delivery of initiatives.
 -Organizational and time management skills to handle multiple priorities and deadlines.

Strategic Thinking & Problem Solving
 -Innovative and creative problem-solving abilities.
 -Strategic thinking to anticipate trends and impacts.
 -Ability to act independently to clarify and resolve complex issues.
 -Analyze and synthesize complex information to develop actionable solutions.
 -Make informed decisions and provide guidance with minimal direction.

Communication
 -Excellent verbal and written communication skills.
 -Ability to translate complex systems and data into clear, concise messaging for varied audiences.

Other Attributes
 -Exceptional attention to detail.
 -Self-motivated, resourceful, and able to work independently.
 -Conflict resolution skills.
 -Flexibility and adaptability in a dynamic, high-pressure 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	☐	☐	☐	☒	☐	Integrates broader context into planning: - Plans for how current situation is affected by broader trends - Integrates issues, political environment and risks when considering possible actions - Supports organization vision and goals through strategy - Addresses behaviours that challenge progress	This position must analyze critical and emerging issues, provide advice, and disseminate information to program areas, requiring understanding of communications, policy, and departmental organization.
Agility	☐	☐	☒	☐	☐	Identifies and manages required change and the associated risks: Identifies alternative	This position must anticipate and support change, working collaboratively with branch

		approaches and supports others to do the same • Proactively explains impact of changes • Anticipates and mitigates emotions of others • Anticipates obstacles and stays focused on goals • Makes decisions and takes action in uncertain situations and creates a backup plan	and divisional staff to develop solutions to new problems. Priorities often shift depending on the current situation. Priorities can be urgent and required quickly, especially in highly sensitive data requests from senior leadership. Be able to identify ways to efficiently complete tasks given shifting and changing priorities.
Build Collaborative Environments	○ ○ ● ○ ○	Collaborates across functional areas and proactively addresses conflict: • Encourages broad thinking on projects, and works to eliminate barriers to progress • Facilitates communication and collaboration • Anticipates and reduces conflict at the outset • Credits others and gets talent recognized • Promotes collaboration and commitment	This position collaborates with internal and external stakeholders to assess, prioritize, and develop responses to issues and ensures effective sharing of information with branch staff.
Drive for Results	○ ○ ● ○ ○	Takes and delegates responsibility for outcomes: • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS direction	This position has strong organizational skills and is accountable for implementing, integrating, and monitoring issues management and communications processes at the branch level.