

Ministry

Education

Describe: Basic Job Details
Position

Position ID

Position Name (200 character maximum)

Team Lead, ECU, Issues Coordinator

Current Class

Requested Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Vacant

Organizational Structure

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 Executive Correspondence Unit manages approximately 6,000 ARs each year. A large number of stakeholders and students and parents are connected to Alberta's education system which results in a high volume of requests flowing to the ministry. These requests need to be continually triaged, sorted, and researched to confirm the correct action and assignment, and their level of priority. Reporting to the manager of the ECU, the main responsibility of this position is to review incoming requests, conduct research by reaching out to ministry divisions or other ministries (for input if required), and work with a team to route the inquiries, monitor activities and timelines, and ensure the DMO receives responses in a timely way. A second but also high priority responsibility of the position is to provide leadership to the unit's administrative staff including serving as an option for escalation of issues from the Minister's Office.

Responsibilities

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

1. Oversee the incoming requests/assignments to the ECU shared mailbox account
 - Monitor for high priority items and alert manager of the need for action.
 - Confirm/determine the correct action for the incoming request.

- Ensure priority and time sensitive requests are tracked to ensure a timely response.
 - Immediately note incoming emails from priority stakeholders, ensure the correct action is taken, and that the AR is tracked until completion.
2. Provide the Manager with accurate and timely information on highly sensitive issues or trends.
- Report on incoming correspondence in terms of number, subject, and tone.
 - Work with the Correspondence Specialist team and others to develop reporting that outlines the number of incoming requests, the number of action requests, and the number of other inquiries.
 - Determine top issues and track the sentiment of each top issue.
 - Alert manager to emerging themes or letter-writing campaigns.
 - Track and report on the requests from Ministerial Request Forms from MLAs.
 - Track and report on urgent correspondence inquiries.
 - Compile ongoing statistics and provide to manager when required to contribute to unit planning and reporting.
 - Synthesize and interpret trends and communicate to the Manager to inform operational and strategic planning.
 - Identify and track trends over time to inform decisions on process or training improvements.
 - Raise awareness to issues that may arise in the media, have legal or FOIP implications or that impact the ministry or Minister.
 - Meet with department officials regarding specific issues and help them prepare strategies to respond to and manage specific issues or common issues.
 - When appropriate, raise emerging issues and trends to other members of the Deputy Minister's Office team including the Issues Manager and Chief of Staff.
3. Work with Minister's and Deputy Minister's offices, and divisional ARTS leads on extensions or other changes to action requests.
- Respond to inquiries from department colleagues on extension requests to ensure Minister and Deputy Minister get the information that is needed on time.
 - Work with division representatives to ensure urgent ARs are proceeding appropriately.
 - Liaise with divisional Issues Managers to maintain mechanisms of information sharing and collaboration
 - Meet with department officials regarding specific issues and help them prepare strategies to respond to and manage specific issues or common issues.
 - Work with Correspondence Specialist team and manager to determine the proper redirects or input requests from other departments.
 - Lead or participate in ministry or cross-ministry meetings and committees as needed.
 - Report any concerns from Minister's office, Deputy Minister's office, or divisions to manager.
4. Supervise and lead the Correspondence Specialist team to provide guidance and ensure tasks are completed.
- Assist with escalation of issues being managed by Correspondence Specialists.
 - Regularly meet with team members to answer their questions and communicate information.
 - Track vacation and absence requests, approve leave requests in 1GX, and ensure adequate cover-off for the team.
 - Report supervisory issues to the ECU manager for their followup.

Problem Solving

Typical problems solved:

Success in this position requires knowledge of ARTS, as well as the ability to use critical thinking to define any issues, identify any challenges, formulate solutions and make decisions about incoming requests, including but not limited to - classifying each incoming request, determining its priority, and correctly identifying ministry stakeholders and emerging issues. This position works within a consultative environment and focuses on the best end result for the department. This position also participates in the planning and reporting of the ECU and summarizes the team's results and opportunities for the manager to inform strategic planning for the ECU. Process and procedure improvements are developed and implemented by the Team Lead. The incumbent regularly applies knowledge and understanding of the broader work and priorities of the ministry on a range of topics. Medium- to long-term impacts must be considered when resolving problems and complex issues.

Types of guidance available for problem solving:

Guidance and reference for problem solving are provided by the ECU manager. The ECU manager consults with Deputy

Minister's office, as well as the Minister's office.

Direct or indirect impacts of decisions:

This position reviews incoming requests, and determines/evaluates the appropriate action, and confirms which division will be tasked with responding. The nature of the requests can be diverse, sensitive, complex and unique in nature. Risks include not following up on requests for information or action, incurring delays in responses, or not responding altogether, and potential reputational damage for the Minister and the ministry. This positions also regularly communicates with key stakeholders in the department and Minister's Office. A high level of political acumen and attention to communication style is required. Risks include damaging key relationships.

Key Relationships

Major stakeholders and purpose of interactions:

This position interacts with a team of Correspondence Specialists, the ECU manager, and with the ECU Team Lead, Writing and Editing. There is also significant connection with the Minister's and Deputy Minister's office staff, divisional issues managers, and ARTS coordinators. These interactions involve sharing information about incoming correspondence and identifying issues and priorities for action.

Required Education, Experience and Technical Competencies

| Education Level | Focus/Major | 2nd Major/Minor if applicable | Designation |
|------------------|-----------------------|-------------------------------|-------------|
| Diploma (2 year) | Public Administration | | |

If other, specify:

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

Knowledge of Education's divisional structure and areas of policy responsibility is essential, as is knowledge of Government of Alberta and ministry internal administrative policies, processes, and business practices. Very strong knowledge of the ARTS application and ARTS processes is required, in addition to exceptional organization skills and attention to detail to ensure accuracy and timeliness of responses to issues and information requests. The ability to conduct independent research and evaluate information will be critical to effective issues coordination and management. This position works with the ECU and DMO team and colleagues within the department, as well as with contacts across all ministries, to ensure the most effective flow of information back to Albertans; therefore, strong interpersonal skills are essential.

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 | | |
| Agility | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Works in a changing environment and takes initiative to change: <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 | |
| Systems Thinking | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Considers inter-relationships and emerging trends to attain goals: | |

| | | | |
|-------------------|--|---|--|
| | | <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 | |
| Develop Networks | <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | Works on maintaining close relations with all stakeholders: <ul style="list-style-type: none">• Identifies key stakeholder relationships• Has contact with range of interested parties• Actively incorporates needs of a broader group• Influences others through communication techniques | |
| Drive for Results | <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | Works to exceed goals and partner with others to achieve objectives: <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 | |