

New

Ministry

Service Alberta and Red Tape Reduction

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Director, Surveys & Specialty

Requested Class

Senior Manager (Zone 2)

Job Focus

Operations/Program

Supervisory Level

01 - Yes Supervisory

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

Land Titles & Surveys/Surveys & Specialty Services

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Executive Manager 2

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

ORGANIZATIONAL CONTEXT

The Government of Alberta is committed to a diverse and inclusive public service that reflects the population we serve to best meet the needs of Albertans. Consider joining a team where diversity, inclusion and innovation are valued and supported. For more information on diversity and inclusion, please visit: <https://www.alberta.ca/diversity-inclusion-policy.aspx>.

Service Alberta and Red Tape Reduction is a solutions provider. We strive to deliver innovative services to government operations and optimize programs and services for Albertans. Every Service Albertan strives to enable the success of our Ministry partners and Albertans through providing exceptional client focused services that meet and exceed our clients' expectations. We are looking for collaborative, agile, solutions focused individuals with strong communication skills and a strong service orientation. If that describes you, please read on!

Within the Consumers and Strategic Services Division of Service Alberta and Red Tape Reduction, Land titles and Surveys Branch ensures that the Ministers Mandate, Ministry strategic and business plan goals drive outcomes to ensure property rights are protected, programs and related services are modernized and registry services run efficiently.

Reporting to the Executive Director, the Director Surveys & Specialty Services is responsible for the effective implementation of the priorities of the Minister of Service Alberta and Red Tape Reduction by providing leadership and oversight for the intake, review, and registration/rejection of surveys and other specialty documents and driving consistency in service delivery for teams in Edmonton and Calgary.

The Director is accountable for immediate operating results through the management of teams within Edmonton and Calgary. The job exists to ensure that organizational performance targets are met. The Director is to provide final professional judgment on procedural or operational issues that may arise in the Survey and Specialty Services department. When necessary the Director ensures that other areas of LTS are engaged to support consistency in outcomes across the Branch.

To provide leadership, direction, and management to the Surveys & Specialty Services area operating out of two locations (Edmonton & Calgary) by ensuring survey plan, foreign ownership, mines and minerals registrations and related search services are delivered to our customers effectively and efficiently. The Director will ensure that required legislation, policies and procedures are in place and effectively administered, interpreted, and uniformly applied to all examinations in a consistent manner. Provide expert advice and solutions regarding complex and unique land conveyancing issues and other related problems to department staff and a large and diverse external clientele. Ensure that resources are in place to deal with the wide variety of complex registration requests, build area capacity to support skill development and succession planning initiatives, and ensure that systems and other resources are available to support the registration process.

Build and foster existing relationships with a diverse set of stakeholders from individuals to professionals and associations such as Registry Agents, Real Estate Agencies, Alberta Law Society, Alberta Land Surveyor Association and any potential affected stakeholders. The Director will promote collaboration to ensure that effective working relationships are established and maintained. Ensures that the two team offices operate consistently with issues and queries originating in the Minister's, Deputy Minister's or Assistant Deputy Minister's offices as well as from a multitude of other government branches and departments and the general public. As such, this position is responsible for completion of referred items such as Action Requests, legislative consultation and other related correspondence.

The Director ensures members of the Surveys and Speciality Services department are trained and provide excellent levels of registration and information services such as correctly interpreting, capturing, maintaining and protecting the rights in real property in a very secure environment. Under the Foreign Ownership of Land Act, the Director is accountable to ensure that the regulation is administered fairly, consistently and with the best interest of Alberta's economy in mind. The director must also ensure policies adapt to the changing Alberta economic issues and conditions.

The Director role is key in forming partnerships with direct stakeholders as well as resolving issues or policy areas that impede surveys, foreign ownership and mines and minerals service excellence. The role participates as a member of the Sr Leadership team by ensuring effective communication and hand offs are completed to enable research and analysis for data driven decision making and efficient operation of supporting business systems.

New industries and technology continually pose major challenges to the department's ability to maintain a fair marketplace. The function of the Land Titles Office is pivotal to the protection of legal property rights to over \$270 Billion in real property in Alberta.

Responsibilities

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

The Director oversees unit operations and provides direction and governance leadership for:

- The Alberta economy is supported by an extremely accurate, efficient, and timely survey, foreign ownership and mines and minerals registration and search service by ensuring staff are empowered, trained and competent to make timely, independent decisions regarding registrability within a complex, quasi-judicial environment - by ensuring that the appropriate systems are in place to provide our customers with timely, reliable, and secure access to Land Titles records.
- Litigation and claims against the Assurance Fund are minimized, ownership rights are protected and Land Titles data can be relied on to be conclusive and trusted - by ensuring staff recognize the potential of litigation as a result of errors and the need for absolute accuracy as a guard against loss of property rights. The quality of the examination function and the accuracy of the data captured promotes public confidence in the integrity of the Alberta Land Titles System.
- Legislation, operating policies, procedures and systems are in place providing a solid framework where Land Titles, foreign ownership, mines and minerals and surveys registration services can be effectively and efficiently captured, processed and delivered. Reviewing, reworking (where necessary), and recommending new legislation, policies and procedures and system enhancements to address new ideas brought forward by internal and/or external stakeholders. Serves as a key resource on the ALTA legacy application redevelopment team, contributing an extensive understanding and knowledge of the Land Titles business functions, processes and history.
- Solutions are found to complex and unique issues, problems and other concerns directed at the Land Titles Office which fall outside of the established framework of existing legislation, policies and procedures - by applying in-depth research, analysis, interpretive thinking and reasoning to situations which are vague and unformed. Solutions usually result in the establishment of new policy and/or procedures, and may result in new legislation if the issue is of significant scale.
- Contributes to ensuring that ongoing training programs and succession planning initiatives are identified to ensure continuity of high quality services - by ensuring that staff are provided with continuous learning opportunities focused on not only the knowledge, skills, abilities and personal characteristics that are needed to perform their daily duties but in other areas of personal development as well. To also ensure that a pool of highly skilled, competent Land Title Examiner Interns is created and continually refreshed from which new examiners may be hired to address Land Titles ongoing staffing commitments.
- Contributes to strategies for the introduction of corporate business changes. This includes working as a member of technological transformation and digitization of Land Titles processes as the key expert on business operations advances within Land Titles.
- Works collaboratively with the Directors of Client Services & Business Support, Registration Services and the Registrar of Land Titles to ensure Branch and divisional priorities are achieved. In doing so the Registration Services Director is responsible to provide information, hand off issues or business challenges related to policy, legislation or technology to counterparts within the branch responsible for functional delivery of services or related outcomes.
- The Minister, Deputy Minister, Assistant Deputy Minister and Senior Management are provided with accurate, timely and knowledgeable advice and information on stakeholder issues, public inquiries, legislation and policies on related areas of responsibility. Reviews draft briefing notes and other background materials and authors/edits correspondence as needed ensuring accuracy of

content with consideration to the political environment within which the information and responses are delivered in.

- Documents handling/DRR administration
- Survey service provision
- Coordination/communication with policy & registration teams
- Service delivery continuous improvement
- Manage system data discrepancies
- Mines & minerals registration support
- Mines & minerals investigation
- Large registration handling
- FOLA (Foreign Ownership of Land Administration) registration

This role interacts and builds internal relationships with the following key stakeholder groups:

- Digital Innovation
- AMS Vendors on LTS Branch business systems
- Finance and Revenue Operations
- Other GoA departments - Environment and Protected Areas
- Alberta Real Estate Association
- Law Society of Alberta
- Alberta Surveyor's Association
- Alberta municipalities

Problem Solving

Typical problems solved:

The executive director will provide guidance as needed regarding issues for complex survey and foreign ownerships registration packages.

Types of guidance available for problem solving:

Peer directors/teams to provide additional context for problem solving.

Direct or indirect impacts of decisions:

External stakeholders make decisions based on surveys approvals for land subdivision and development having a significant effect on the Alberta economy.

Key Relationships

Major stakeholders and purpose of interactions:

Alberta Land Surveyors Association, Alberta Environment and Parks

Required Education, Experience and Technical Competencies

Education Level

Bachelor's Degree (4 year)

Focus/Major

Business

2nd Major/Minor if applicable

Engineering

Designation

PEng

If other, specify:

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

- A degree in business administration, public administration, or a related field such as engineering
- At least 7 years of experience in a similar role, preferably in a government or regulatory environment
- Strong knowledge of laws, regulations, and policies related to document registration and fraud management
- Experience in developing and implementing policies, procedures, and standards to improve service delivery
- Excellent leadership, communication, and interpersonal skills, with a demonstrated progressive leadership responsibility to lead and motivate a team
- Strong analytical and problem-solving skills, with the ability to make sound decisions under pressure
- Ability to work collaboratively with other teams, branches, departments and stakeholders to achieve common goals

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		
Creative Problem Solving	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices 	<p>Provides leadership to the area to assess issues and determine appropriate course of action for resolution.</p> <p>Encourages input from others, challenges standard practice to build acceptance/adoption of change.</p> <p>Encourages continuous improvement in process and to manage risks.</p>
Agility	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> • Identifies alternative 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 	<p>Ability to rapidly re-prioritize resources to meet changing operational demands and manage issues that arise.</p>

		takes action in uncertain situations and creates a backup plan	
Drive for Results	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Takes and delegates responsibility for outcomes: <ul style="list-style-type: none"> • 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 	Ensures service delivery metrics are established and monitors to ensure targets are achieved. Assesses environmental impacts and implements changes or shifts resources to ensure quality and productivity maintained.
Build Collaborative Environments	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Collaborates across functional areas and proactively addresses conflict: <ul style="list-style-type: none"> • 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 	Works with internal counterparts to build capacity in the Branch for resource and succession planning.

Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

- Management and supervisory experience at increasing levels of responsibility.
- Public relations and communications experience in working with a large client base with very different perspectives.
- Experience with conveyancing and Land Titles business practices is an asset.