

Update

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (30 characters)

Supervisory Level

Cost Centre

Employee Name (or Vacant)

Organizational Structure Current organizational chart attached?**Design: Identify Job Duties and Value****Changes Since Last Reviewed**

Date yyyy-mm-dd

Responsibilities Added:

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

Act, Libraries Act, and Emergency Management Act, along with accompanying regulations.

The Manager is also responsible for the in-depth inspection and inquiry process from initiation to completion and any support or reporting tools for inspections as well as some appointments of Official Administrators to supervise a municipality and its council.

To be effective in the position, the Manager must ensure proper processes and project management strategies are in place to meet the legislative requirements, mitigate any litigation exposure, maintain the program integrity and facilitate public confidence in the ministry's role of enhancing the overall accountability of municipalities.

Responsibilities

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

The role of the position with respect to each of the following accountabilities is to provide leadership guidance and direction to professional employees and to participate directly in the performance of the identified activities.

1. Providing leadership for the municipal accountability team

Support the team through leading, motivating, coaching, and inspiring a team approach. This is accomplished by:

- Leading a team of professional staff responsible for providing timely, accurate and clear information and advice on legislation, and delivering activities and processes that assess and support municipal legislation compliance while being mindful of procedural fairness.
- Providing direction, guidance and support to staff as they lead projects and initiatives.
- Fostering an atmosphere of creativity, innovation, professionalism and integrity among staff.
- Working with staff to ensure a positive and productive work environment that engages staff and supports employee career growth and development.
- Delegating assignments to staff as appropriate, ensuring that departmental standards and deadlines are maintained.
- Providing leadership and team building through leading by example and providing mentoring.

2. Providing information and advice

An important focus of this position is to provide leadership to the branch's team of advisors in their role of delivering department activities and processes that assess and support municipal compliance with legislation in their administrative and governance processes and procedures. The team has significant responsibilities related to municipal governance and administrative legislative compliance and assisting municipalities to provide well-managed and accountable local government to Albertans. This is accomplished by:

- Developing clear, concise and comprehensive templates, procedures, materials and resources.
- Preparing, editing and approving correspondence, briefing notes, presentation materials, reports for senior management or the Minister or at times for other Ministers, MLAs or the Premier.
- Assigning, reviewing and editing accountability related Action Requests.

3. Leadership and major accountability responsibilities

Leading and managing key accountability activities such as municipal in-depth inspections ordered by the Minister, the municipal accountability program, preliminary reviews, municipal corporate reviews, Municipal Affairs business planning and annual report input; participation on committees and boards (i.e., the University of Alberta NACLAA Advisory Committee and the Society of Local Government Managers Mountain Refresher Planning Committee). This is accomplished by:

- Developing policies and procedures for delivering and evaluating processes for the review and enhancement of municipal operations across the province and ensuring municipalities are offered appropriate support and resources for attaining legislative compliance, while making sure that inspections are handled with a quasi-judicial focus so that procedural fairness and legislation requirements are met.

- Collaborating with colleagues, municipal stakeholders, other government departments, and/or external consultants to identify new or changing municipal accountabilities, analyse associated implications and identify options.
- Providing analysis and validation of municipal review or inspection results, to inform other areas of the ministry of training or support gaps and for use in branch input to the Municipal Affairs business plans and annual reports.
- Undertaking ministerial ordered inspections are in a procedurally fair manner, and in accordance with legislative and ministry policy requirements, whether internally led or contracted to an independent third party.
- Developing reporting tools for inspections and reviews that meet the ministry requirements and are of value to the stakeholder.
- Maintaining relationships with Legal Services, Justice and Solicitor General litigators or, where appropriate, outside legal counsel for any legal risks involved in the conduct of inspections and inquiries and address risks when preparing related briefings.

4. Support for enhancing communication with stakeholders and their associations

Supporting, monitoring and improving relationships between Municipal Affairs, stakeholders and stakeholder associations by:

- Participating in developing branch initiatives to improve and enhance advice and communications.
- Analysing feedback from accountability processes to identify emerging requirements and adapting to better meet the needs of stakeholders and to ensure alignment with the broader policy agenda of the ministry and government as a whole.
- Maintaining relationships with stakeholders and their associations.
- Building a network of contacts within and outside of the ministry that contribute to areas related to the ministry's objectives.
- Improving awareness of municipal priorities and perspectives and communication fo information and perspectives to stakeholders.

Problem Solving

Typical problems solved:

- The Manager responds to requests or provides advice or information to the Minister or Deputy Minister on an urgent matter requiring a response within a limited timeline. Example would include updates on inspections or reviews that are politically sensitive or potentially in active litigation. Given tight timelines, reliance is placed on existing, immediately available verbal and written. Assistance would come from unit, branch or department staff, legal services, previous briefing notes or reference to applicable studies, legislation, regulations and case law.
- The Manager also responds to issues that are perceived to be, or may actually be, non-compliance with legislation or industry standards or those which are determined to be urgent in nature in the view of internal staff, the public or elected officials. Strong listening, verbal and written skills are required to convey information on a variety of complex and varying issues to be able to communicate in a concise, clear and easily understood manner. This includes the ability to interpret and explain legislation, regulations and technical or procedural matters. Confidence, cooperation and support from colleagues and leadership is required. Assistance may be obtained from legal services or industry professionals. Unit or other divisional staff may be mobilized individually or as a team. Understanding of procedural fairness is critical.
- Meetings are attended to discuss politically charged local issues with municipal officials, administrations and municipal political and/or administrative associations. Transparency, credibility and understanding of approved ministry positions are demonstrated through the Manager being knowledgeable about the subject matter and having strong communication skills. Assistance comes from department and unit staff, legislation, regulations and previous briefing notes along with research and policy reports.

Types of guidance available for problem solving:

- The Manager is part of a management team within the unit, branch and division. Typically the Manager will have

daily informal troubleshoot discussions and weekly one on one meetings with the supervisor/Director. The Manager also typically participates in weekly direct reports meetings with the supervisor/Director and other reporting managers, as well as monthly branch meetings with the Executive Director and divisional management committee meetings with the Assistant Deputy Minister.

- Given the nature of the issues and actions the team is accountable for, the manager often frames legal questions to be forwarded to legal services for legal opinions.
- Other key guidance is available from central support staff branch and divisional issues coordinators, Human Resources, Finance, etc.

Direct or indirect impacts of decisions:

This position has a responsibility to research, fact find, analyse and create solutions to complex issues within the context of current legislation, regulation and industry standards. Many of the issues are highly sensitive and often politically complex in nature and require innovative thinking as well as a clear understanding of current issues. Functioning with flexibility, candor, common sense and acumen and within the policies and procedures of the department are necessary requirements of this position.

The inspection or inquiry process is subject to intense public and media scrutiny at a local, provincial, and sometimes national level. This position requires the ability to anticipate council, public and media responses, support related department communication activities, and respond to calls and inquiries appropriately. The issues that give rise to inspections or inquiries can be contentious and divisive. This position must have the ability to recognize these sensitivities and respond accordingly while always being mindful of principles of procedural fairness.

The inspection or inquiry process, and the process of issuing and ensuring compliance with directives is subject to legal challenges due to the often contentious and divisive nature of the subject matter. This position liaises directly with Justice and Solicitor General and/or legal counsel to be able to address legal risks involved in the conduct of inspections and inquiries.

In order to function successfully, the position must establish relations and trust with staff members, municipal officials, and key contacts in municipal, administrative and professional associations and rationalize the delivery of the ministry's accountability services, compliance monitoring and supports.

The position must also facilitate the operation of the accountability team within the broader context of the Municipal Services Division, and contribute to various initiatives to ensure an effective, responsive, and well-managed local government sector and continuing progress towards the ministry's objectives relating to accountable and transparent local governments.

The Manager requires a high degree of professionalism and sensitivity, as this position deals with senior positions on a frequent basis on confidential matters and involves supervision of professional staff. This position also liaises directly with the public, representatives of municipalities and municipal associations, and as such, superior skills are required in building and maintaining positive working relationships internally and externally.

The position demands a high level of creativity, originality, and innovation to determine the best course of action to produce optimal solutions, as well as independent research and the ability to define issues, identify implications, and develop creative and appropriate solutions.

Projects involved are usually diverse, dealing with strategic or legally sensitive and complex issues, and are closely related to goals and strategies set out in the ministry business plan. Projects often involve or impact other areas of the ministry or other government ministries, as well as key stakeholders, including municipal political and administrative associations.

The Manager works both independently and as part of a team. The team can be the Municipal Accountability team, or a team drawn more broadly from the unit, branch, division, ministry or different ministries. As the supervisor of the Municipal Accountability team, the Manager is directly responsible for the team achieving the results expected from its work. As a member of a broader team, the Manager affects the results of its work by contributing knowledge and expertise to the team's discussions.

Key Relationships

Major stakeholders and purpose of interactions:

- Senior Management - Deputy Minister, Assistant Deputy Minister, Executive Director: Provide daily information and advice regarding issues affecting the provincial-municipal relationship and stakeholder perspectives on those issues.
Be able to respond to legal risks associated with inspections and inquiries.
- Management and staff within the Municipal Capacity and Sustainability Branch: Facilitate daily action requests and projects by requesting, providing and discussing information on provincial-municipal issues; provide direction and seek input on projects and reviews to help with allocation of staff resources.
- Legal Services: Obtain legal advice on issues related to local governance and legislation, including case law and advice as appropriate regarding management of legal risks associated with inspections and inquiries. Collaborate with legal to provide guidance to staff on legislative and procedural requirements and application of procedural fair steps within the inspection, inquiry and review processes.
- Other units, branches and divisions: Collaborate with these groups to obtain information to assist with inspections or reviews and to provide advice, information and support to citizens, local governments and administrators and municipal associations.
- External Consultants: When a contract is active, provide advice and procedural information when requested. Obtain contracted expertise on projects where required and direct and work with consultants on projects when required.
- Citizens, local government officials and administrators: Provide information and advice.
- Municipal associations: Provide advice, exchange information and engage in local projects which can include public speaking/workshop facilitation.
- Professional associations: Exchange information and engage in association committees.
- Other ministries and provincial offices (i.e. Elections Alberta, Alberta Ombudsman): Exchange information and engage in joint projects on occasion.
- Federal and other provincial governments: Provide advice and exchange information.

Required Education, Experience and Technical Competencies

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

If other, specify:

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

Expert knowledge of:

- Provincial legislation applicable to municipalities such as the *Municipal Government Act*, and the *Freedom of Information and Protection of Privacy Act*, and their regulations, with specific emphasis on the roles and responsibilities of council and administration.
- Ministry strategic priorities with respect to supporting sustainable and accountable municipalities.
- Effective management and governance practices, administration, operations and procedures within a local government environment.

Good knowledge of:

- Administrative law and principles of natural justice.
- Municipal government trends and emerging issues, trends and best practices.
- Other legislation and regulations applicable to municipalities.

- Divisional, departmental and governmental goals and objectives.
- The Government of Alberta's legislative and regulatory processes.
- Policy development and evaluation.

Experience with:

- Leading a team
- Responding to sensitive and complex issues
- Procurement practices and contract management
- Public speaking and other communication skills
- Information and data analysis is an asset

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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Collaborates across functional areas and proactively addresses conflict:</p> <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 	<ul style="list-style-type: none"> - Consults with internal stakeholders on policy approaches to legislated intervention processes to ensure procedural fairness and minimize legal risks. -Engages with other program areas in the ministry to maximize utility of the MAP reviews in supporting legislative compliance -Fosters a strong culture of respect and trust in team staff and their expertise
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 takes action in uncertain situations and creates a backup plan 	<ul style="list-style-type: none"> -Leads the team in assessing formal requests for specific actions of intervention against the suite of options available. -Supports cross-divisional teams by reviewing proposed policy/ legislative amendments to identify risks or unintended consequences -Coaches staff in dealing with emotional stakeholders -Provides direction to staff in approaching unique or unprecedented situations.
Drive for Results	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> • Uses variety of 	<ul style="list-style-type: none"> -Reviews stakeholder evaluations from program participation to find areas of continuous

		resources to monitor own performance standards <ul style="list-style-type: none"> • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS direction 	program improvement. <ul style="list-style-type: none"> -Ensures legal liabilities of Minister's options are well presented and understood in briefing materials. -Ensures completion of active files time a timely and cost effective manner within GOA policies.
Systems Thinking	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Takes a long-term view towards organization's objectives and how to achieve them: <ul style="list-style-type: none"> • 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 	-Monitors
Creative Problem Solving	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Engages the community and resources at hand to address issues: <ul style="list-style-type: none"> • 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 	

Benchmarks

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

M410-19 - Manager, Research and Evaluation - Similar to the Manager of Municipal Accountability, this position defines standards, assesses compliance, evaluates programs and policies, and assists with quality assurance activities.

M410-17 - Manager, Municipal Excellence - While this benchmark does not involve the seriousness of an inspection or inquiry component, the position is responsible for managing the development and delivery of a ministry program, designed to assist municipalities and citizens develop more effective strategies for governance, financial management, administration and service delivery.

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.

VACANT

Date yyyy-mm-dd

Supervisor / Manager Name

Date yyyy-mm-dd

Supervisor / Manager Signature